

EXHIBIT 2

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE		PAGE OF PAGES	
2. AMENDMENT/MODIFICATION NUMBER 91003120F0331P00029		3. EFFECTIVE DATE SEP 15, 2021		4. REQUISITION/PURCHASE REQUISITION NUMBER		5. PROJECT NUMBER (if applicable)	
6. ISSUED BY United States Department of Education Federal Student Aid/Mission Support Group 830 First St NE - Suite 91F3 Washington DC 20202 <small>Public Contact: 202-277-4043 while.taylor@ed.gov</small>		CODE FSA-FS2		7. ADMINISTERED BY (if other than Item 6) See Block 6		CODE	
8. NAME AND ADDRESS OF CONTRACTOR (Number, street, county, State and ZIP Code) MISSOURI HIGHER EDUCATION LOAN AUTHORITY 633 SPIRIT DR CHESTERFIELD MO 63005				DUNS: 189396138 Cage Code: 41YN3		9A. AMENDMENT OF SOLICITATION NUMBER	
				<input checked="" type="checkbox"/>		9B. DATED (SEE ITEM 11)	
				<input type="checkbox"/>		10A. MODIFICATION OF CONTRACT/ORDER NUMBER ED-FSA-11-D-0012/91003120F0331	
CODE 00032048				FACILITY CODE		10B. DATED (SEE ITEM 13) DEC 30, 2019	
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS							
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended. <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or electronic communication which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or electronic communication, provided each letter or electronic communication makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.							
12. ACCOUNTING AND APPROPRIATION DATA (if required) See Schedule Modification Amount: \$0.00 Modification Obligated Amount: \$0.00							
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NUMBER AS DESCRIBED IN ITEM 14.							
CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NUMBER IN ITEM 10A.						
<input type="checkbox"/>	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).						
<input type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:						
<input checked="" type="checkbox"/>	D. OTHER (Specify type of modification and authority) Mutual Agreement Between Both Parties						
E. IMPORTANT: Contractor <input type="checkbox"/> is not <input checked="" type="checkbox"/> is required to sign this document and return <u>1</u> copies to the Issuing office.							
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.) The purpose of this modification is to incorporate Public Service Loan Forgiveness (PSLF) requirements and pricing structure into this task order. Transition-in, Implementation, and requirements changes will be implemented via subsequent Change Requests. The Contractor shall not perform nor invoice for this ...See Continuation Page							
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.							
15A. NAME AND TITLE OF SIGNER (Type or print) Jennifer Farmer Director of Federal Contracts				16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Wesley Beemer, Contracting Officer 202-377-3710 Wesley.Beemer@ed.gov			
15B. CONTRACTOR/OFFEROR Jennifer Farmer <small>Digitally signed by Jennifer Farmer Date: 2021.09.16 17:37:33 -05'00'</small> (Signature of person authorized to sign)		15C. DATE SIGNED		16B. UNITED STATES OF AMERICA Wesley Beemer <small>Digitally signed by Wesley Beemer Date: 2021.09.27 16:40:15 -04'00'</small> (Signature of Contracting Officer)		16C. DATE SIGNED SEP 15, 2021	

Previous edition unusable

STANDARD FORM 30 (REV. 11/2016)
Prescribed by GSA FAR (48 CFR) 53.243

Continuation Page

Continued from Block 14...

modification until the Contractor has received further direction from the Contracting Officer. See attachment pages for additional details.

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PSLF Requirements

NOTE: The below high-level requirements reference a PSLF Processing Manual. This manual includes more detailed requirements for counting payments, employment certifications etc. This manual is in the process of being updated to include more recent CRs including Combined Form, Lump Sum Payments or Partial Prepayments, which all include updates to both handling employment certifications and counting qualifying and eligible payments.

The servicer shall enroll first time borrowers into the PSLF program upon request.
The servicer shall enroll any new borrower with at least one eligible loan (non-defaulted Direct Loan) in the PSLF program upon request from the borrower to be enrolled.
The servicer shall enroll any borrower based on a verbal, written, email, online, chat or fax request to enroll.
The servicer shall enroll any borrower once the borrower's employment data is submitted via the quarterly OPM/NSLDS employment data file transfer. (TBD)
The servicer shall send a PSLF enrollment package (see communications requirements) to a borrower upon initial enrollment in PSLF.
The servicer shall track the date & method of enrollment in PSLF for all borrowers enrolled. This information shall be maintained for the life of the borrower's account.
The servicer shall automatically enroll any borrower who has previously submitted a combined PSLF form if they have at least one eligible loan.
The servicer shall display the borrower's PSLF program enrollment status (PSLF enrolled or not PSLF enrolled) prominently on the borrower's online account, the PSLF portal, and every monthly billing statement.
Receipt of a combined PSLF form for a borrower with eligible loans shall result in the enrollment of the borrower in the PSLF program (if not already enrolled).
Once enrolled in PSLF, the servicer shall keep a borrower enrolled in PSLF for the life of the loan(s) unless requested by borrower or FSA to remove from enrollment.
The servicer shall perform an 'Initial PSLF Review' for every PSLF enrolled borrower.
<p>The servicer shall review the borrower's account to determine:</p> <ul style="list-style-type: none"> a) Is the borrower currently in a qualifying repayment plan or not; b) For which months has the borrower submitted certified employment information; c) Which months qualify toward PSLF and which months do not for every loan for every month going back to October 2007 (or disbursement date if after 10/1/2007). For non-qualifying months the servicer shall determine what reason(s) the month does not qualify and is there something the borrower could do to make that month qualify for PSLF (i.e. submit qualifying employment info for that month). See also PSLF_ProcessingManual.doc; d) Which months qualify toward TEPSLF and which months do not for every loan for every month going back to October 2007 (or disbursement date if after 10/1/2007). For non-qualifying months the servicer shall determine what reason(s) the month does not qualify and is there something the borrower could do to make that month qualify for TEPSLF (i.e. submit qualifying employment info for that month). See also PSLF_ProcessingManual.doc.
The servicer shall inform the borrower of results of the review as required per PSLF communications requirements.
The servicer shall perform a 'Monthly PSLF Review' for every PSLF enrolled borrower each month.
The servicer shall review every PSLF enrolled borrower's account monthly to determine any updates to the borrower's PSLF & TEPSLF qualifying months count, repayment plan status, and progress toward forgiveness. See also PSLF_ProcessingManual.doc .
The servicer shall inform the borrower of results of the review as required per PSLF communications requirements.
The servicer shall send unique communications to borrowers who have been enrolled in PSLF.
See PSLF_CommunicationsListing for initial list of PSLF communications to be sent. This listing is not all inclusive, additional communications will be determined after award.

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Specific formats, triggers, and text for all communications will be determined post award.
The servicer shall create a PSLF web portal that allows borrowers to view general PSLF program information and specific PSLF account information once authenticated.
The servicer PSLF portal shall provide information about the PSLF & TEPSLF program to any user (general information shall be available even to unauthenticated/not logged in users) including: <ul style="list-style-type: none"> •Qualifying Employment •Qualifying Loans •Qualifying Repayment Plans •How to Submit PSLF Forms
The servicer shall refer borrowers to the PSLF Help Tool on StudentAid.gov for additional information related to PSLF Program Requirements and Employer Eligibility.
The servicer PSLF portal shall allow borrowers to upload and submit PSLF forms.
The servicer PSLF portal shall allow a PSLF Enrolled borrower to review and/or take actions on their account.
The servicer PSLF portal shall allow the borrower to see: how many qualifying months they have, how many additional are needed to receive forgiveness, status of current repayment plan (eligible /non-eligible), estimated date/amount of future forgiveness, and upcoming/suggested actions to be taken by the borrower and how to take each action. See Portal Sample
The servicer PSLF portal shall allow the borrower to see the PSLF status for every month of every loan to show if the month was a PSLF/TEPSLF qualifying month or not (and if not, why is it not a qualifying month).
The servicer PSLF portal shall allow the borrower to select any non-qualifying month to get additional details on why it does not qualify for PSLF/TEPSLF including an explanation what, if anything, could be done to make it qualify for PSLF or TEPSLF (i.e. provide employment certification for that month).
The servicer PSLF portal shall allow the borrower to select any non-qualifying month to request an escalated/additional review of the month as an appeal of the month not qualifying. The borrower shall be able to submit additional information to support why the month should qualify.
The servicer PSLF portal shall allow the borrower to upload a completed combined PSLF Form onto the portal as an electronic document or scanned document (as an alternative to using the online submission process).
The servicer PSLF portal shall allow for the submission of PSLF disputes/escalated issues by borrowers.
The servicer shall create a workflow process to have every dispute/escalated issue reviewed by a highly trained representative. Once the review is completed the borrower should receive a response as needed to respond to each issue raised in the dispute. FSA shall be incorporated into the workflow process to review/approve the responses.
The PSLF portal shall store the dispute & response and allow the borrower to access them.
The servicer shall provide reporting summaries and trending of all PSLF disputes to FSA on a weekly basis.
The servicer shall accept and review borrower employment information for PSLF.
The servicer shall accept employment information from the borrowers via the PSLF Combined Form (PSLF Form). The PSLF form can be submitted via the PSLF portal online submission process, uploading the PSLF form to the PSLF portal, email, fax, and/or postal mail. Employment information submitted via any method other than the PSLF portal require the use of the FSA approved PSLF form.
The servicer shall inform the borrower of receipt of the employment information as required per the PSLF communications requirements.
The servicer shall, upon receipt of the employment information via the PSLF form, determine if the employer is an eligible employer. See also PSLF_ProcessingManual.doc .

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The servicer shall gain access to the Common Origination Disbursement (COD) system PSLF Employer Database Search function and maintain active status by following established system access procedures.
The servicer shall perform a review of each PSLF form received for completeness and accuracy of the employment data, and determination of the employer eligibility, using the PSLF Employer Database Search function on COD system.
The servicer shall review the PSLF form for a pre-determined code of employer eligibility. If the code is present, the servicer shall accept the employer and the borrower's period of employment as 'Eligible', without conducting a search on the PSLF Employer Database.
For forms received WITHOUT the pre-determined code of employer eligibility, the servicer shall log into the PSLF Employer Database Search function to evaluate the employer eligibility and borrower period of employment. See also PSLF Processing Manual.
The servicer shall open cases using the email-to-case functionality to notify FSA of employer adjudication reviews needed. If a PSLF form is submitted with an Employer Identifier (FEIN) that does not exist in the PSLF Employer Database or the servicer is unable to apply professional judgement to match an employer in the PSLF Employer Database Search, the servicer shall create a case for FSA review and adjudication. See also PSLF_ProcessingManual.doc .
The servicer shall accept and review PSLF Combined Forms for forgiveness.
The servicer shall accept PSLF forgiveness requests from borrowers via the PSLF Combined Form. Forgiveness requests may be submitted via the PSLF portal online submission process, uploading PSLF Combined Form documents to the PSLF portal, email, fax, and/or postal mail. PSLF Combined Forms submitted via any method other than the PSLF portal require the use of the FSA approved PSLF Combined Form.
The servicer shall inform the borrower of receipt of the forgiveness request (receipt of PSLF Combined Form) as required per PSLF communications requirements.
The servicer shall track the date, time & method of the PSLF Combined Form request for forgiveness. This information shall be maintained for the life of the borrower's account.
The servicer shall, upon receipt of forgiveness request, determine if the borrower is eligible for forgiveness/discharge. See also PSLF_ProcessingManual.doc .
The servicer shall review each loan individually to determine each loan's eligibility. Borrowers may have some eligible and some not eligible loans.
The servicer shall also review every PSLF forgiveness application for TEPSLF eligibility if the borrower is not eligible for PSLF. This additional review shall continue as long as funds remain available for the TEPSLF program.
The servicer shall review the forgiveness application provided and if the borrower is <u>not eligible</u> for forgiveness/discharge, notify the borrower per PSLF communications requirements.
The servicer shall review the forgiveness application provided and if the servicer determines the borrower <u>is eligible</u> for forgiveness/discharge based on the servicer's review, the servicer must then request FSA approval to continue with the discharge.
The servicer shall provide an automated workflow that provides FSA with all information needed to review the PSLF/TEPSLF account and provide approval or denial of the forgiveness request.
The servicer shall take appropriate action on denials/non approvals to inform the borrower.
The servicer shall provide additional information to FSA as needed to support FSA's review process.
The servicer shall apply a forbearance to the borrower's account to stop required payments ONLY if the borrower has requested the forbearance via the application (PSLF Combined Form) submission process.
The servicer shall discharge PSLF accounts that have been approved by FSA for PSLF or TEPSLF forgiveness.
Upon receipt of approval from FSA, the servicer shall discharge a borrower's eligible loan(s) for PSLF or TEPSLF forgiveness within 5 business days from FSA approval.

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Discharges shall be effective on the day the final qualifying month was satisfied, any payments made after that date on the loan shall be applied to any other of the borrower's debts at the servicer. Once all other borrower debts at the servicer are paid in full, the borrower shall be refunded any payments made after the effective date.
The servicer shall refund any payments received after the discharge was effective (payments not needed to meet the 120 qualifying months of payments) if the borrower has no other debts with the servicers. If other debts exist the payments shall be applied first to those other debts and then refunded if those debts are satisfied and an overpayment exists.
The servicer shall apply a partial discharge for Joint/Spousal DL Consolidation loans if only one of the borrowers is eligible. The servicer shall discharge the amount attributable to the borrower who is qualified for PSLF/TEPSLF. The servicer should research the underlying loans to determine the remaining balance that is attributable to the qualified borrower.
The servicer shall report PSLF/TEPSLF forgiveness/discharges to the borrower (or IRS) as non-taxable income (not considered income for federal tax purposes).
The servicer shall create an escalation/dispute process for borrowers.
The servicer shall accept PSLF disputes from borrowers (via the portal, phone, email, fax, or postal mail).
The servicer shall review and respond to every PSLF dispute submitted. The servicer shall work with FSA to determine standard responses to be used as well as create a workflow to interact with FSA to respond to disputes requiring non-standard responses.
The servicer shall provide a confirmation of receipt to all disputes received to inform the borrower the dispute was received within 2 business days. If the dispute response can be sent within 2 days of confirmation of receipt is not needed.
The servicer shall resolve and respond to all disputes with resolution within 14 calendar days from receipt unless an extension is granted by FSA.
The servicer shall report PSLF information to NSLDS.
The servicer shall report the PSLF borrower information to NSLDS as defined in the NSLDS Data Provider Instructions (See NSLDS DPI).
The servicer shall report PSLF information to FMS.
The servicer shall report all PSLF discharges to FMS via the FMS interface.
The servicer shall send a WRTOFF transaction in the FMS GL summary file under reason code 1020 for all remaining principal and interest balances forgiven under the Public Service Loan Forgiveness Program once the required number of qualifying payments has been made. If the servicer is able to provide the industry sector of the public service, the servicer should send the specific WRTOFF reason codes of 1021, 1022, 1023, 1024, or 1025; otherwise the parent reason code 1020 should be sent.
The servicer shall report all TEPSLF discharges to FMS via the FMS interface.
The servicer shall send a WRTOFF transaction in the FMS GL summary file under reason code 1026 for all remaining principal and interest balances forgiven under the Public Service Loan Forgiveness Program once the required number of qualifying payments has been made.
The servicer shall respond to all inquiries about the PSLF program.
The servicer shall train representatives to respond to inquiries received about the PSLF program via all communication methods.
The servicer shall create PSLF reports and provide the reports to FSA.
The servicer shall create reports to provide summary and detailed level information about the PSLF program, including (but not limited to): Total borrowers enrolled, projected dates/amounts/volumes of forgiveness, employment certified, disputes received/resolutions, employers count/type by state, and projected & actual total borrowers/loans/amounts forgiven, etc. The servicer shall provide the required reporting to support the Combined Form Report, as defined by FSA.

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The servicer shall work with FSA to determine the specific reports, format, frequency, and delivery methods of PSLF reporting.
The servicer shall conduct outreach and learning campaigns for borrowers not enrolled in PSLF as requested by FSA.
The servicer shall submit unique PSLF information communications to borrowers as requested by FSA (see communications requirements).
The servicer shall support FSA in any PSLF/TEPSLF outreach campaigns including, but not limited to customer service support, portal inquiries, calls, emails, and any needed tracking as requested.
The servicer shall promote PSLF knowledge on the PSLF portal and the servicing website by working with FSA to create outreach and social media campaigns to inform borrowers about PSLF.
The servicer shall maintain the ability to process exceptions as needed
The servicer shall override any PSLF month to be qualifying, or non-qualifying, upon request from FSA.
The servicer shall override an employer's eligibility for any period of time upon a request from FSA.
The servicer shall reverse, adjust, or apply a discharge to any loan upon a request from FSA.
The servicer shall identify PSLF enrolled borrowers impacted by major disasters (living within disaster areas) and implement exceptions for late payments that are still considered PSLF/TEPSLF qualifying payments. The servicer shall work with FSA to determine the specifics of these exceptions.
The servicer shall allow payments received from DOD, AmeriCorps (Segal Education Award), or Peace Corps to be used to pay for multiple PSLF qualifying months as allowed by regulation.
The servicer shall not allow use of the same period of service to qualify for PSLF/TEPSLF and Teacher Loan Forgiveness (TLF), Service in Areas of National Need, and the Civil Legal Attorney Assistance and Student Loan Repayment Programs.
The servicer shall record and store all PSLF/TEPSLF interactions with borrowers and employers.
The servicer shall store all incoming/outgoing documents and phone/email/chat/online interactions as borrower records.
The servicer shall complete quality reviews on all PSLF/TEPSLF work.
The servicer shall conduct quality reviews of PSLF employment determinations, application approvals and denials, customer interactions, communications, etc. on a monthly basis and report the results to FSA monthly.
The servicer shall implement corrective actions on any quality issues found to improve the process.
The servicer shall ensure PSLF/TEPSLF enrolled borrowers who have requested Direct Loan Consolidation are informed of the impact to their PSLF/TEPSLF progress.
The servicer shall send unique communications to borrowers who have been enrolled in PSLF and are interested in consolidating their loans. Also see PSLF communications requirements.
The servicer shall maintain a TEPSLF funding limit and only discharge loans for TEPSLF while funding remains available.
The servicer shall implement funding controls to ensure the TEPSLF funding limits are not exceeded.
The servicer shall accept and store the TEPSLF funding limit. This amount represents the TOTAL maximum amount of forgiveness (including the discharge amount of principal + interest + fees) that can be given for TEPSLF. This amount will be updated periodically by FSA. The PSLF servicer shall accept the updates from FSA and update the TEPSLF funding limit on the PSLF system within 2 business days of receipt. The PSLF servicer shall use the current total TEPSLF funding limit when evaluating TEPSLF eligibility.
The servicer shall incorporate an operational funding control within the TEPSLF review procedures. This operational control shall ensure that the TEPSLF review process does not approve loans if the forgiven amount will exceed the TEPSLF funding limit. The control shall be identified and included within the review/approval procedures created in requirement 1.

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The servicer shall implement a systematic funding control within the PSLF system. This systematic control shall edit TEPSLF forgiveness transactions in real time to ensure that the TEPSLF forgiveness transaction does not get completed if the forgiven amount of the transaction will exceed the TEPSLF funding limit.

PSLF Pricing Exhibit for CLIN 2007:

Exhibit Lines	Status	Unit	Unit Measure	Unit Rate
	Public Service Loan Forgiveness (PSLF) ¹			
D019	Approved Employment Certification Form (CR5536)	1+	EA	\$5.25
D022	Denied Application (CR5536)	1+	EA	\$8.17
D024	PSLF Email received/routed to E-PSLF@MyFedLoan.org in accordance with CR 4639 (Per Email)	1+	EA	\$4.50
D025	PSLF Call received/routed to 1-855-265-4038 in accordance with CR 4639 (Per Call)	1+	EA	\$2.00
D026	Temporary Expanded PSLF Initial Reconsideration Review in accordance with CR 4640	1+	EA	\$4.67
D027	Temporary Expanded PSLF IDR Payment Calculation in accordance with CR 4640 (CR5536)	1+	EA	\$15.17
D028	Temporary Expanded PSLF Detailed Payment Review in accordance with CR 4640 (CR5536)	1+	EA	\$52.50
D029	PSLF Transfers Limited to at least 96 months Qualified per review in accordance with CR 4687 ³	1+	EA	\$35.00
D030	PSLF Help Tool Calls to 1-855-375-2983 in accordance with CR 4875 (per call)	1+	EA	\$9.33
D031	Operational effort in accordance with CR 4782 (per record)	1+	EA	\$5.83
D032	ECF/PSLF App placed on Hold in accordance with CR 5044 (per borrower)	1+	EA	\$5.25
D033	Process Approval Form- Forgiveness CR 5536	1+	EA	\$29.07

All other terms and conditions remain unchanged and in full effect.

SCHEDULE Continued

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2007	Contracting Officer: Wesley Beemer, 202-377-3710, Wesley.Beemer@ed.gov Primary Contracting Officer Representative: Andre Barbosa, 202-377-3332, Andre.Barbosa@ed.gov Alternate Contracting Officer Representative(s): Carmen Hines, 202-377-3516, carmen.hines@ed.gov Folake Reed, 202-377-3092, folake.reed@ed.gov Primary Technical Point of Contact: None Alternate Technical Point(s) of Contact: None (New Line Item) Incorporate Public Service Loan Forgiveness (PSLF) Requirements	1.00	SE	0.00	0.00

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE		PAGE OF PAGES	
				1 3	
2. AMENDMENT/MODIFICATION NUMBER 91003120F0331P00039		3. EFFECTIVE DATE JAN 25, 2022		4. REQUISITION/PURCHASE REQUISITION NUMBER EDOFSA-22-000241	
5. PROJECT NUMBER (If applicable)		6. ISSUED BY United States Department of Education Federal Student Aid/Mission Support Group 400 First St NE - Suite 91F3 Washington DC 20202		7. ADMINISTERED BY (If other than Item 6) See Block 6	
CODE FSA-FS2		CODE			
8. NAME AND ADDRESS OF CONTRACTOR (Number, street, county, State and ZIP Code) MISSOURI HIGHER EDUCATION LOAN AUTHORITY 633 SPIRIT DR CHESTERFIELD MO 63005		DUNS: 189396138 Cage Code: 41YN3		(X) 9A. AMENDMENT OF SOLICITATION NUMBER	
				9B. DATED (SEE ITEM 11)	
				10A. MODIFICATION OF CONTRACT/ORDER NUMBER ED-FSA-11-D-0012/91003120F0331	
				(X) 10B. DATED (SEE ITEM 13) DEC 30, 2019	
CODE 00032048		FACILITY CODE			

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended. ☐ is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; (c) By separate letter or electronic communication which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or electronic communication, provided each letter or electronic communication makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

See Schedule

Modification Amount: \$2,312,773.38
Modification Obligated Amount: \$2,312,773.38

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NUMBER AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NUMBER IN ITEM 10A.
<input type="checkbox"/>	
<input type="checkbox"/>	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
<input checked="" type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 52.212-4(c)(1) - Contract terms and Conditions - Commercial Items (Mar 2009) - TAILORED
<input type="checkbox"/>	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☐ is not ☒ is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

See Attachment Page

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) Jennifer Farmer Director of Federal Contracts 636.578.8411 farmerj@mohela.com		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Wesley Beemer, Contracting Officer 202-377-3710 Wesley.Beemer@ed.gov	
15B. CONTRACTOR/OFFEROR Jennifer Farmer Digitally signed by Jennifer Farmer Date: 2022.01.26 16:45:38 -06'00'		16B. UNITED STATES OF AMERICA	
15C. DATE SIGNED		16C. DATE SIGNED JAN 25, 2022	
(Signature of person authorized to sign)		(Signature of Contracting Officer)	

Previous edition unusable

STANDARD FORM 30 (REV. 11/2016)
Prescribed by GSA FAR (48 CFR) 53.243

The purpose of this modification is to implement Change Request (CR) 6116, PSLF Servicer Transition from PHEAA to MOHELA.

CR ID	PRICE	CR DESCRIPTION
6116	\$ 2,312,773.38	Changes needed in support of implementing CR 6116 to transition the role of PSLF servicer from PHEAA to MOHELA. These changes include, but are not limited to servicing of loans, supporting of the PSLF portal, communicating to borrowers, processing of forms, reporting data, processing loan discharges.

SCHEDULE Continued

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3002	<p>Contracting Officer: Wesley Beemer, 202-377-3710, Wesley.Beemer@ed.gov</p> <p>Primary Contracting Officer Representative: Andre Barbosa, 202-377-3332, Andre.Barbosa@ed.gov</p> <p>Alternate Contracting Officer Representative(s): Carmen Hines, 202-377-3516, carmen.hines@ed.gov Folake Reed, 202-377-3092, folake.reed@ed.gov</p> <p>Primary Technical Point of Contact: None</p> <p>Alternate Technical Point(s) of Contact: None</p> <p>(New Line Item)</p> <p>Budget Initiative: Public Service Loan Forgiveness Development Modernization Enhancement</p> <p>CR 6116 - Public Service Loan Forgiveness Servicer Transition from PHEAA to MOHELA</p> <p>This change request is intended to provide core requirements of the Public Service Loan Forgiveness Temporary Expanded Public Service Loan Forgiveness programs to reflect the transition from PHEAA to MOHELA.</p> <p>Accounting and Appropriation Data: 0202M2022.A.2022.EN400000.6N5.2572A.NGR.000. 0000.000000 \$2,312,773.38 PR NUMBER: EDOFSA-22-000241</p>	1.00	SE	2,312,773.38	2,312,773.38

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE		PAGE OF PAGES	
						1 3	
2. AMENDMENT/MODIFICATION NUMBER		3. EFFECTIVE DATE		4. REQUISITION/PURCHASE REQUISITION NUMBER		5. PROJECT NUMBER (If applicable)	
91003120F0331P00044		APR 13, 2022		EDOFSA-22-000428			
6. ISSUED BY		CODE		7. ADMINISTERED BY (If other than Item 6)		CODE	
U.S. Department of Education SA Acquisitions, 830 First St NE - Suite 91F3 Washington DC 20202 Eddie Lowe (202) 377-3714 Eddie.Lowe@ed.gov		FSA-ACQ		United States Department of Education Federal Student Aid/Mission Support Group 830 First St NE - Suite 91F3 Washington DC 20202		FSA-FS2	
8. NAME AND ADDRESS OF CONTRACTOR (Number, street, county, State and ZIP Code)				(X)		9A. AMENDMENT OF SOLICITATION NUMBER	
MISSOURI HIGHER EDUCATION LOAN AUTHORITY 633 SPIRIT DR HESTERFIELD MO 63005				UE: N76QY63KMM18 DUNS: 189396138 Cage Code: 41YN3			
						9B. DATED (SEE ITEM 11)	
						10A. MODIFICATION OF CONTRACT/ORDER NUMBER ED-FSA-11-D-0012/91003120F0331	
				(X)		10B. DATED (SEE ITEM 13)	
CODE 00032048		FACILITY CODE				DEC 30, 2019	

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended. ☐ is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; (c) By separate letter or electronic communication which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or electronic communication, provided each letter or electronic communication makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

See Schedule

Modification Amount: \$17,579.00

Modification Obligated Amount: \$17,579.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NUMBER AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NUMBER IN ITEM 10A.
<input type="checkbox"/>	
<input type="checkbox"/>	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
<input checked="" type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 52.212-4 (c) - Contract Terms and Conditions - Commercial Items (Mar 2009) - TAILORED
<input type="checkbox"/>	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☐ is not ☒ is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

See Attachment Page

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

14A. NAME AND TITLE OF SIGNER (Type or print) Jennifer Farmer, Director of Federal Contracts 636.578.8411 farmerj@mohela.com		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Elvis Taylor, Contracting Officer 202-377-4013 elvis.taylor@ed.gov	
15B. CONTRACTOR/OFFEROR Jennifer Farmer Digitally signed by Jennifer Farmer Date: 2022.04.13 16:46:11 -05'00'	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA ELVIS TAYLOR Digitally signed by ELVIS TAYLOR Date: 2022.04.14 06:42:50 -04'00'	16C. DATE SIGNED APR 13, 2022
(Signature of person authorized to sign)		(Signature of Contracting Officer)	

Previous edition unusable

STANDARD FORM 30 (REV. 11/2016)
Prescribed by GSA FAR (48 CFR) 53.243

The following Change Request (CR) 6219 - *PSLF Escalated Borrower Servicing* shall be incorporated into Contract Number ED-FSA-11-D-0012, Task Order 20F0331, Line Item 3006.

CR ID	PRICE	CR DESCRIPTION
6219	\$17,579.00	Federal Student Aid (FSA) would like MOHELA to assist with the research of escalated Public Service Loan Forgiveness (PSLF) and Temporary Expanded Public Service Loan Forgiveness (TEPSLF) borrower cases in preparation for assuming servicing of the PSLF portfolio in the future.

The total obligated value of contract ED-FSA-11-D-0012 Task Order 91003120F0331 is increased by \$17,579.00 from \$156,584,278.15 to \$156,601,857.15

All other terms and conditions remain unchanged.

SCHEDULE Continued

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
006	<p>Contracting Officer: Elvis Taylor, 202-377-4013, elvis.taylor@ed.gov</p> <p>Primary Contracting Officer Representative: Andre Barbosa, 202-377-3332, Andre.Barbosa@ed.gov</p> <p>Alternate Contracting Officer Representative(s): Carmen Hines, 202-377-3516, carmen.hines@ed.gov Folake Reed, 202-377-3092, folake.reed@ed.gov</p> <p>Primary Technical Point of Contact: None</p> <p>Alternate Technical Point(s) of Contact: None</p> <p>(New Line Item)</p> <p>Budget Initiative: Public Service Loan Forgiveness Development Modernization Enhancement</p> <p>To provide funding for CR 6219 - Public Service Loan Forgiveness Escalated Borrower Servicing.</p> <p>Accounting and Appropriation Data: 0202M2022.A.2022.EN400000.6N5.2572A.NGR.000. 0000.000000 \$17,579.00 PR NUMBER: EDOFSA-22-000428</p>	1.00	SE	17,579.00	17,579.00

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE		PAGE OF PAGES 1 7	
2. AMENDMENT/MODIFICATION NUMBER EDFSA11D0012P00094		3. EFFECTIVE DATE APR 22, 2022		4. REQUISITION/PURCHASE REQUISITION NUMBER	
5. PROJECT NUMBER (If applicable)					
6. ISSUED BY US Department of Education FSA - Acquisitions, 830 First St NE - Suite 91F3 Washington DC 20202 Eddie Lowe (202) 377-3714 Eddie.Lowe@ed.gov		CODE FSA-ACQ		7. ADMINISTERED BY (If other than Item 6) United States Department of Education Federal Student Aid/Mission Support Group 830 First St NE - Suite 91F3 Washington DC 20202	
				CODE FSA-FS2	
8. NAME AND ADDRESS OF CONTRACTOR (Number, street, county, State and ZIP Code) MISSOURI HIGHER EDUCATION LOAN AUTHORITY 633 SPIRIT DRIVE CHESTERFIELD MO 63005		UEI: N76QY63KMM18 DUNS: 189396138 Cage Code: 41YN3		(X)	
				9A. AMENDMENT OF SOLICITATION NUMBER	
				9B. DATED (SEE ITEM 11)	
				10A. MODIFICATION OF CONTRACT/ORDER NUMBER EDFSA11D0012	
				10B. DATED (SEE ITEM 13) SEP 27, 2011	
CODE 00032048		FACILITY CODE			
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS					
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended. <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or electronic communication which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or electronic communication, provided each letter or electronic communication makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.					
12. ACCOUNTING AND APPROPRIATION DATA (If required)					
See Schedule				Modification Amount: \$0.00 Modification Obligated Amount: \$0.00	
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NUMBER AS DESCRIBED IN ITEM 14.					
CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NUMBER IN ITEM 10A.				
<input type="checkbox"/>					
<input type="checkbox"/>	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).				
<input checked="" type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 52.212-4 (c) - Contract Terms and Conditions - Commercial Items (Mar 2009) - TAILORED				
<input type="checkbox"/>	D. OTHER (Specify type of modification and authority)				
E. IMPORTANT: Contractor <input type="checkbox"/> is not <input checked="" type="checkbox"/> is required to sign this document and return <u>1</u> copies to the issuing office.					
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)					

See Attachment Page

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) Jennifer Farmer Director of Federal Contracts 636.578.8411, farmerj@mohela.com		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Elvis Taylor, Contracting Officer 202-377-4013 elvis.taylor@ed.gov	
15B. CONTRACTOR/OFFEROR Jennifer Farmer Digitally signed by Jennifer Farmer Date: 2022.04.22 15:13:00 -05'00' (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA Digitally signed by ELVIS TAYLOR Date: 2022.04.26 09:09:36 -04'00' (Signature of Contracting Officer)	16C. DATE SIGNED APR 22, 2022

Previous edition unusable

STANDARD FORM 30 (REV. 11/2016)
 Prescribed by GSA FAR (48 CFR) 53.243

The purpose of this Modification to Contract Number ED-FSA-11-D-0012 is as follows.

1. To modify the pricing structure in Section B of the IDIQ Contract, previously revised per Modification (P00086), to include pricing for Change Request **(CR) 6219 - PSLF Escalated Borrower Servicing**.
2. To incorporate the requirements of **(CR) 6219 - PSLF Escalated Borrower Servicing** (Attachment A).

All other terms and conditions remain unchanged.

B.12 ADDITIONAL TERMS AND CONDITIONS**N. Additional Terms:**

3. The Government will set and manage the common pricing, including tier structure, below:

Pricing Exhibit for CLIN 1001:

Exhibit Lines	Status	Unit	Unit Measure	Unit Rate
A001	In School	1+	EA	\$1.05
A002	In Grace	1+	EA	\$1.68
A003	In Current Repayment	1+	EA	\$2.85
A004	Service Member	1+	EA	\$2.85
A005	Deferment	1+	EA	\$1.68
A006	Forbearance	1+	EA	\$1.05
A007	Delinquent 6-30 Days	1+	EA	\$2.11
A008	Delinquent 31-90 Days	1+	EA	\$1.46
A009	Delinquent 91-150 Days	1+	EA	\$1.35
A010	Delinquent 151-270 Days	1+	EA	\$1.23
A011	Delinquent 271-360 Days	1+	EA	\$0.45
A012	Delinquent 361 or more Days	1+	EA	\$0.45
A013	Postal Mailing Costs associated with Change Requests 2760, 3192, 3235, 4859, 5477 and 5505.	1+	EA	\$0.48
	Pre-Release Accessibility Testing			
A014	Pre-Release Testing Report	1+	EA	\$1,166.16
	PIV-1 Implementation			
A026	One-Time Development Cost	N/A	N/A	\$303,286.00
A027	Annual Maintenance ¹		EA	\$40,000.00
A028	Borrower Defense Discharges in accordance with CR 3368 (per borrower) ³	1+	EA	\$45.00
A029	New IDR Applications in accordance with CR 3571 (per new application) ²	1+	EA	\$3.00
A031	Borrower Defense Discharge - Other Discharge/Special Instructions in accordance CR 4280 (Per Borrower) ⁴	1+	EA	\$23.50
A032	Borrower Defense Discharge Adjustments in accordance with CR 4379 (Per Borrower)	1+	EA	\$8.05
A033	Borrower Defense Discharge Report in accordance with CR 4379 (Per Weekly Report)	1+	EA	\$27.29
A034	Borrower Defense - Updated Process in accordance with CR 4585 (Per Forbearance Request)	1+	EA	\$2.04
A035	Disaster Relief Discharge Per Borrower in accordance with CR 4583	1+	EA	\$21.07

A036	Borrower Discharge Report Update - June 2018 in accordance with CR 4716 (Per account)	1+	EA	\$13.53
A037	Borrower Defense (CEMS) - Portal Updates for Forbearance Information in accordance with CR 4753 (Per Borrower)	1+	EA	\$22.15
A038	Borrower Defense (CEMS) - Portal Updates for Discharge Information in accordance with CR 4753 (Per Borrower)	1+	EA	\$20.99
A039	Borrower Defense (CEMS) - Portal Updates for inquires in accordance with CR 4753 (Per Borrower)	1+	EA	\$22.15
A040	ACSD Processing and Operational Reporting (Phase II) in accordance with CR 5005 (Per Weekly Report)	1+	EA	\$22.00
A041	Cancer Treatment Deferment Manual Requirements for Servicers in accordance with CR 5224 (Per Borrower)	1+	EA	\$4.00
A042	Cancer Treatment Deferment Manual Requirements for Servicers in accordance with CR 5224 (Per Recertification Notice)	1+	EA	\$1.50
A043	Imminent Danger and Hostile Duty Pay - Monitoring of the automated process in accordance with CR 4859 (Per quarter)	1+	EA	\$49.23
A044	Imminent Danger and Hostile Duty Pay - Monitoring of the automated process in accordance with CR 4859 (Per quarter)	1+	EA	\$8.32
A045	Borrower Forbearance in accordance with CR 5505 (Per Borrower)	1+	EA	\$2.19
A046	Borrower Forbearance Daily Report in accordance with CR 5505 (Per Report)	1+	EA	\$36.46
A047	Borrower Forbearance Email in accordance with CR 5505 (Per Email)	1+	EA	\$0.02
A048	Borrower Forbearance Web Verbiage update in accordance with CR 5505 (Per Hour)	1+	EA	\$96.80
A049	Borrower Forbearance IVR Verbiage update in accordance with CR 5505 (Per Hour)	1+	EA	\$133.07
A050	Forbearance per borrower (CR 5654) supersedes pricing from CR 5505 ⁵	1+	EA	\$2.05
A051	Training per new analyst to perform work in accordance with CR 6219.	1+	EA	\$2,321.00
A052	Weekly Reconsideration Report Reconciliation and Delivery in accordance with CR 6219.	1+	EA	\$59.54
A053	Cost per completed Request in accordance with CR 6219.	1+	EA	\$49.75

1. PIV-fees to be billed annually. The first annual invoice for these charges may be submitted one year after implementation is complete.

2. New /OR applications received after the implementation of Change Request 3571 may be invoiced under Exhibit A029. No additional invoices may be submitted after invoices for August 2017 in accordance with CR 4289.

3. Borrower Defense Discharges can only be invoiced once per borrower.

4. Special Instructions Discharges can only be invoiced once per borrower.

5. The reduction is based on expiration of CR 5505, the initial COVID-19 Special Forbearance rate, which goes through Sept 30, 2020. The continuation of CARES Act (CR 5654) goes through December 31, 2020.

Pricing Exhibit for CLIN 1002 and Option CLIN 2002:

Exhibit Lines	Status	Unit	Unit Measure	Unit Rate
B001	Change Requests ¹	1+	EA	Negotiated

1. Price to be negotiated for each Change Request.

Pricing Exhibit for CLIN 1003 and Option CLIN 2003:

Exhibit Lines	Status	Unit	Unit Measure	Unit Rate
	Borrower Defense Support			
C015	Call Center and Web Application Support - Initial 10 Business Days ¹	1	EA	\$250,000.00
C016	Call Center Support - up to 50 calls per day after initial 10 Business Days ²	N/A	Monthly	\$7,500.00
C017	Call Center Support - per call over 50 calls per day	1+	EA	\$10.00
C018	Web Application Support - up to 250 applications per month after initial 10 Business days ²	N/A	Monthly	\$1,875.00
C019	Web Application Support - per application over 250 applications per month	1+	EA	\$7.50
C020	Email Campaign Support- Development ³		EA	\$5,000.00
C021	Email Campaign Support- per campaign	1+	EA	\$2,500.00
C022	Email Campaign Support- per email	1+	EA	\$0.01
C023	Wizard Web Forms - Development ⁴	1	EA	\$48,000.00
C024	Wizard Web Forms - per month support	1+	EA	\$1,000.00
C025	Wizard Web Forms - per Submission	1+	EA	\$7.50
C026	Postal Mail Application Support – Developments ⁵	1	EA	\$37,500.00
C027	Postal Mail Application Support - up to 1,000 applications per month	1+	Monthly	\$6,870.00
C028	Non-Borrower Defense Postal Mail - up to 100 pieces per month	1+	Monthly	\$300.00
C029	Postal Mail Application Support - per Submission above 1,000 applications per month	1+	EA	\$6.31
C030	Non-Borrower Defense Postal Mail - per piece above 100 per month	1+	EA	\$3.00
C031	Electronic Media Applications Support ⁶ - per Submission	1+	EA	\$6.25
C032	Printing of Documents from Electronic Media Submission ⁷ - per Borrower	N/A	EA	\$1.54

1. Initial 10 business days will begin on date of Department of Education announcement of the toll-free number (June 8, 2015).

2. Will start after the completion of the initial 10 business days. The invoice for the first month will be prorated if applicable.

3. One-time development price of \$5,000.

4. One-time development price of \$48,000.

5. One-time development price of \$37,500.

6. Borrower Defense Electronic Application Support (received via CD/USS-flash-drive) as described in Change Request 4377.

7. Printing documents from electronic media submission from a borrower, if needed in accordance with Change Request 4377.

(Attachment A)

CR 6219 - PSLF Escalated Borrower Servicing

Description:

Federal Student Aid (FSA) would like MOHELA to assist with the research of escalated Public Service Loan Forgiveness (PSLF) and Temporary Expanded Public Service Loan Forgiveness (TEPSLF) borrower cases in preparation for assuming servicing of the PSLF portfolio in the future.

Requirements:

- 1.0** FSA will provide MOHELA on a weekly basis a list of PSLF/TEPSLF borrower escalations that need further research.
- 2.0** MOHELA will use systems and resources made available to them to conduct the research on the borrower cases.
- 3.0** MOHELA will provide their research results of the borrower escalations to FSA on a weekly basis.
- 4.0** MOHELA shall resolve and respond to all escalations/disputes with resolution within 14 calendar days from receipt unless an extension is granted by FSA.
- 5.0** This CR shall only be applicable during the interim time period before the PSLF borrowers are officially moved to MOHELA for servicing. The standard escalation procedures will be followed once all the borrowers are on MOHELA's system.

SCHEDULE Continued

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
	<p>Contracting Officer: Elvis Taylor, 202-377-4013, elvis.taylor@ed.gov</p> <p>Primary Contracting Officer Representative: Andre Barbosa, 202-377-3332, Andre.Barbosa@ed.gov</p> <p>Alternate Contracting Officer Representative(s): Carmen Hines, 202-377-3516, carmen.hines@ed.gov</p> <p>Primary Technical Point of Contact: None</p> <p>Alternate Technical Point(s) of Contact: None</p>				

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE		PAGE OF PAGES	
2. AMENDMENT/MODIFICATION NUMBER		3. EFFECTIVE DATE		4. REQUISITION/PURCHASE REQUISITION NUMBER	
EDFSA11D0012P00100		SEP 12, 2022		5. PROJECT NUMBER (If applicable)	
6. ISSUED BY		CODE		7. ADMINISTERED BY (If other than Item 6)	
US Department of Education		FSA-AQO		CODE	
FSA - Acquisitions, 830 First St NE - Suite 91F3				FSA-FS2	
Washington DC 20202				United States Department of Education	
Eddie Lowe (202) 377-3714 Eddie.Lowe@ed.gov				Federal Student Aid/Mission Support Group	
				830 First St NE - Suite 91F3	
				Washington DC 20202	
8. NAME AND ADDRESS OF CONTRACTOR (Number, street, county, State and ZIP Code)					
MISSOURI HIGHER EDUCATION LOAN AUTHORITY					
633 SPIRIT DRIVE					
CHESTERFIELD MO 63005					
9A. AMENDMENT OF SOLICITATION NUMBER					
9B. DATED (SEE ITEM 11)					
10A. MODIFICATION OF CONTRACT/ORDER NUMBER					
EDFSA11D0012					
10B. DATED (SEE ITEM 13)					
SEP 27, 2011					
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS					
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 16, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or electronic communication which includes a reference to the solicitation and amendment numbers, FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or electronic communication, provided each letter or electronic communication makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.					
12. ACCOUNTING AND APPROPRIATION DATA (If required)					
See Schedule					
Modification Amount: \$0.00					
Modification Obligated Amount: \$0.00					
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NUMBER AS DESCRIBED IN ITEM 14.					
CHECK ONE A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NUMBER					
IN ITEM 10A.					
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation					
data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).					
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:					
FAR 52.212-4 (c) - Contract Terms and Conditions - Commercial Items (Mar 2009) - TAILORED					
D. OTHER (Specify type of modification and authority)					
E. IMPORTANT: Contractor <input type="checkbox"/> is not <input checked="" type="checkbox"/> is required to sign this document and return _____ 1 _____ copies to the issuing office.					
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)					

See Attachment Page

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) Jennifer Farmer Director of Federal Contracts farmerj@mohela.com 636.578.8411		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Nicholas Martinelli, Contracting Officer 202-826-4829 Nicholas.Martinelli@ed.gov	
15B. CONTRACTOR/OFFEROR Jennifer Farmer Digitally signed by Jennifer Farmer Date: 2022.09.12 16:16:41 -05'00' (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA NICHOLAS MARTINELLI Digitally signed by NICHOLAS MARTINELLI Date: 2022.09.12 19:26:57 -04'00' (Signature of Contracting Officer)	16C. DATE SIGNED SEP 12, 2022

Previous edition unusable

STANDARD FORM 30 (REV. 11/2016)
Prescribed by GSA FAR (48 CFR) 53.243

Attachment Page

The purpose of this Modification to Contract Number ED-FSA-11-D-0012 is as follows.

1. To incorporate Public Service Loan Forgiveness (PSLF) into the contract.
2. To add PSLF pricing structure into Section B of the IDIQ Contract, previously revised per Modification (P00099). *The PSLF unit rates are retroactive to July 1, 2022.*

All other terms and conditions remain unchanged.

Attachment Page

B.12 ADDITIONAL TERMS AND CONDITIONS

N. Additional Terms:

3. The Government will set and manage the common pricing, including tier structure, below:

Pricing Exhibit for CLIN 1001:

Exhibit Lines	Status	Unit	Unit Measure	Unit Rate
A001	In School	1+	EA	\$1.05
A002	In Grace	1+	EA	\$1.68
A003	In Current Repayment	1+	EA	\$2.85
A004	Service Member	1+	EA	\$2.85
A005	Deferment	1+	EA	\$1.68
A006	Forbearance	1+	EA	\$1.05
A007	Delinquent 6-30 Days	1+	EA	\$2.11
A008	Delinquent 31-90 Days	1+	EA	\$1.46
A009	Delinquent 91-150 Days	1+	EA	\$1.35
A010	Delinquent 151-270 Days	1+	EA	\$1.23
A011	Delinquent 271-360 Days	1+	EA	\$0.45
A012	Delinquent 361 or more Days	1+	EA	\$0.45
A013	Postal Mailing Costs associated with Change Requests 2760, 3192, 3235, 4859, 5477, 5505, 6248 and 6385.	1+	EA	\$0.48
	Pre-Release Accessibility Testing			
A014	Pre-Release Testing Report	1+	EA	\$1,166.16
	PIV-1 Implementation			
A026	One-Time Development Cost	N/A	N/A	\$303,286.00
A027	Annual Maintenance ¹		EA	\$40,000.00
A028	Borrower Defense Discharges in accordance with CR 3368 (per borrower) ³	1+	EA	\$45.00
A029	New IDR Applications in accordance with CR 3571 (per new application) ²	1+	EA	\$3.00
A031	Borrower Defense Discharge - Other Discharge/Special Instructions in accordance CR 4280 (Per Borrower) ⁴	1+	EA	\$23.50
A032	Borrower Defense Discharge Adjustments in accordance with CR 4379 (Per Borrower)	1+	EA	\$8.05
A033	Borrower Defense Discharge Report in accordance with CR 4379 (Per Weekly Report)	1+	EA	\$27.29
A034	Borrower Defense - Updated Process in accordance with CR 4585 (Per Forbearance Request)	1+	EA	\$2.04
A035	Disaster Relief Discharge Per Borrower in accordance with CR 4583	1+	EA	\$21.07

Attachment Page

A036	Borrower Discharge Report Update - June 2018 in accordance with CR 4716 (Per account)	1+	EA	\$13.53
A037	Borrower Defense (CEMS) - Portal Updates for Forbearance Information in accordance with CR 4753 (Per Borrower)	1+	EA	\$22.15
A038	Borrower Defense (CEMS) - Portal Updates for Discharge Information in accordance with CR 4753 (Per Borrower)	1+	EA	\$20.99
A039	Borrower Defense (CEMS) - Portal Updates for Inquires in accordance with CR 4753 (Per Borrower)	1+	EA	\$22.15
A040	ACSD Processing and Operational Reporting (Phase II) in accordance with CR 5005 (Per Weekly Report)	1+	EA	\$22.00
A041	Cancer Treatment Deferment Manual Requirements for Servicers in accordance with CR 5224 (Per Borrower)	1+	EA	\$4.00
A042	Cancer Treatment Deferment Manual Requirements for Servicers in accordance with CR 5224 (Per Recertification Notice)	1+	EA	\$1.50
A043	Imminent Danger and Hostile Duty Pay - Monitoring of the automated process in accordance with CR 4859 (Per quarter)	1+	EA	\$49.23
A044	Imminent Danger and Hostile Duty Pay - Monitoring of the automated process in accordance with CR 4859 (Per quarter)	1+	EA	\$8.32
A045	Borrower Forbearance in accordance with Change Requests 5505 and 6274 (Per Borrower)	1+	EA	\$2.19
A046	Borrower Forbearance Daily Report in accordance with CR 5505 (Per Report)	1+	EA	\$36.46
A047	Borrower Forbearance Email in accordance with Change Requests 5505, 6248 and 6385 (Per Email)	1+	EA	\$0.02
A048	Borrower Forbearance Web Verblage update in accordance with CR 5505 (Per Hour)	1+	EA	\$96.80
A049	Borrower Forbearance IVR Verblage update in accordance with CR 5505 (Per Hour)	1+	EA	\$133.07
A050	Forbearance per borrower (CR 5654) supersedes pricing from CR 5505 ⁵	1+	EA	\$2.05
A051	Completion and Submission of Each Monthly Borrower Defense Response File and Compliance Statement in accordance with CR 5379 (per file)	1+	EA	\$343.95
A052	Process of Forbearance in accordance with CR 5379 (per borrower)	1+	EA	\$2.33
A053	Completion and Submission of Each Adverse Credit Response File in accordance with CR 5379 (per file)	1+	EA	\$255.83
A054	Processing of Adverse Credit Updates in accordance with CR 5379 (per borrower)	1+	EA	\$0.299
A055	Per AUD Submitted in accordance with CR 5379 (per AUD)	1+	EA	\$0.10
A056	Completion and Submission of Each Refund Response File in accordance with CR 5379 (per file)	1+	EA	\$99.54

Attachment Page

A057	Processing of Refunds in accordance with CR 5379 (per borrower)	1+	EA	\$1.88
A058	Training per new analyst to perform work in accordance with CR 6219.	1+	EA	\$2,321.00
A059	Weekly Reconsideration Report Reconciliation and Delivery in accordance with CR 6219.	1+	EA	\$59.54
A060	Cost per completed Request in accordance with CR 6219.	1+	EA	\$49.75
A061	Return to Repayment Paper Correspondence in accordance with Change Requests 6248 and 6385, (Paper/Envelope/Handling)	1+	EA	\$0.0629
A062	Per dispute per loan in accordance with CR 6051.	1+	EA	\$2.07

1. PIV costs to be billed annually. The first annual invoice for these charges may be submitted one year after implementation is complete.

2. New /OR applications received after the implementation of Change Request 3571 may be invoiced under Exhibit A029. No additional invoices may be submitted after invoices for August 2017 in accordance with CR 4289.

3. Borrower Defense Discharges can only be invoiced once per borrower.

4. Special Instructions Discharges can only be invoiced once per borrower.

5. The reduction is based on expiration of CR 5505, the Initial COVID-19 Special Forbearance rate, which goes through Sept 30, 2020. The continuation of CARES Act (CR 5554) goes through December 31, 2020.

Pricing Exhibit for CLIN 1002 and Option CLIN 2002:

Exhibit Lines	Status	Unit	Unit Measure	Unit Rate
B001	Change Requests ¹	1+	EA	Negotiated

1. Price to be negotiated for each Change Request.

Pricing Exhibit for CLIN 1003 and Option CLIN 2003:

Exhibit Lines	Status	Unit	Unit Measure	Unit Rate
	Borrower Defense Support			
C015	Call Center and Web Application Support - Initial 10 Business Days ¹	1	EA	\$250,000.00
C016	Call Center Support - up to 50 calls per day after Initial 10 Business Days ²	N/A	Monthly	\$7,500.00
C017	Call Center Support - per call over 50 calls per day	1+	EA	\$10.00
C018	Web Application Support - up to 250 applications per month after Initial 10 Business days ²	N/A	Monthly	\$1,875.00
C019	Web Application Support - per application over 250 applications per month	1+	EA	\$7.50
C020	Email Campaign Support- Development ³		EA	\$5,000.00
C021	Email Campaign Support- per campaign	1+	EA	\$2,500.00
C022	Email Campaign Support- per email	1+	EA	\$0.01
C023	Wizard Web Forms - Development ⁴	1	EA	\$48,000.00
C024	Wizard Web Forms - per month support	1+	EA	\$1,000.00
C025	Wizard Web Forms - per Submission	1+	EA	\$7.50

Attachment Page

C026	Postal Mail Application Support – Developments ⁵	1	EA	\$37,500.00
C027	Postal Mail Application Support - up to 1,000 applications per month	1+	Monthly	\$6,870.00
C028	Non-Borrower Defense Postal Mail - up to 100 pieces per month	1+	Monthly	\$300.00
C029	Postal Mail Application Support - per Submission above 1,000 applications per month	1+	EA	\$6.31
C030	Non-Borrower Defense Postal Mail - per piece above 100 per month	1+	EA	\$3.00
C031	Electronic Media Applications Support ⁶ - per Submission	1+	EA	\$6.25
C032	Printing of Documents from Electronic Media Submission ⁷ - per Borrower	N/A	EA	\$1.54
C033	Borrower Defense outbound call attempts in accordance with CR 6312. (Per call) ⁸	1+	EA	\$1.62
C034	Borrower Defense discharge in accordance with CR 6346. (Per Group)	1+	EA	\$45.00

1. Initial 10 business days will begin on date of Department of Education announcement of the toll-free number (June 8, 2015).

2. Will start after the completion of the initial 10 business days. The invoice for the first month will be prorated if applicable.

3. One-time development price of \$5,000.

4. One-time development price of \$48,000.

5. One-time development price of \$37,500.

6. Borrower Defense Electronic Application Support (received via CD/USB-flash-drive) as described in Change Request 4377.

7. Printing documents from electronic media submission from a borrower, if needed in accordance with Change Request 4377.

8. The number of call attempts will not exceed a maximum of two.

Pricing Exhibit for CLIN 1004 and Option CLIN 2004:

Exhibit Lines	Status	Unit	Unit Measure	Unit Rate
	Public Service Loan Forgiveness (PSLF)			
D019	Approved Employment Certification Form (CR 5536)	1+	EA	\$19.08
	PSLF Discharge Application for Forgiveness			
D022	Denied Application (CR 5536)	1+	EA	\$19.08
D025	PSLF Call received/routed to 1-855-265-4038 in accordance with CR 4639 (Per Call)	1+	EA	\$4.50
D026	Temporary Expanded PSLF Initial Reconsideration Review in accordance with CR 4640	1+	EA	\$4.67
D027	Temporary Expanded PSLF (DR) Payment Calculation in accordance with CR 4640 (CR 5536)	1+	EA	\$15.17
D028	Temporary Expanded PSLF/PSLF Detailed Payment Review in accordance with CR 4640 (CR 5536)	1+	EA	\$52.50
D032	ECF/PSLF App placed on Hold in accordance with CR 5044 (per borrower)	1+	EA	\$5.25
D033	Process Approved Form Forgiveness CR 5536	1+	EA	\$23.82

Attachment Page

D034	Direct to Discharge Processing to PSLF	1*	EA	\$23.82
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SCHEDULE Continued					
ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
	<p>Contracting Officer: Nicholas Martinelli, 202-826-4929, Nicholas.Martinelli@ed.gov</p> <p>Primary Contracting Officer Representative: Andre Barbosa, 202-377-3332, Andre.Barbosa@ed.gov</p> <p>Alternate Contracting Officer Representative(s): None</p> <p>Primary Technical Point of Contact: None</p> <p>Alternate Technical Point(s) of Contact: None</p>				

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE		PAGE OF PAGES	
2. AMENDMENT/MODIFICATION NUMBER		3. EFFECTIVE DATE		4. REQUISITION/PURCHASE REQUISITION NUMBER		5. PROJECT NUMBER (If applicable)	
91003120F0331P00058		SEP 26, 2022		EDOFSA-22-000936			
6. ISSUED BY		CODE		7. ADMINISTERED BY (If other than Item 6)		CODE	
US Department of Education FSA - Acquisitions, 830 First St NE - Suite 91F3 Washington DC 20202 Eddie Lowe (202) 377-3714 Eddie.Lowe@ed.gov		FSA-ACQ		United States Department of Education Federal Student Aid/Mission Support Group 830 First St NE - Suite 91F3 Washington DC 20202		FSA-FS2	
8. NAME AND ADDRESS OF CONTRACTOR (Number, street, county, State and ZIP Code)				9A. AMENDMENT OF SOLICITATION NUMBER			
MISSOURI HIGHER EDUCATION LOAN AUTHORITY 633 SPIRIT DR CHESTERFIELD MO 63005				UEI: N76QY63KMM18 DUNS: 00032048 Cage Code: 41YN3			
				9B. DATED (SEE ITEM 11)			
				10A. MODIFICATION OF CONTRACT/ORDER NUMBER ED-FSA-11-D-0012/91003120F0331			
				10B. DATED (SEE ITEM 13)			
CODE 00032048		FACILITY CODE		DEC 30, 2019			

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended. ☐ is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
 (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or electronic communication which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or electronic communication, provided each letter or electronic communication makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

See Schedule

Modification Amount: \$153,356.99

Modification Obligated Amount: \$153,356.99

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NUMBER AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NUMBER IN ITEM 10A.
<input type="checkbox"/>	
<input type="checkbox"/>	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
<input checked="" type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 52.212-4 (c) - Contract Terms and Conditions - Commercial Items (Mar 2009) - TAILORED
<input type="checkbox"/>	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☐ is not ☒ is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

See Attachment Page

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) Jennifer Farmer Director of Federal Contracts 636.578.8411 farmerj@mohela.com		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Elvis Taylor, Contracting Officer 202-377-4013 elvis.taylor@ed.gov	
15B. CONTRACTOR/OFFEROR Digitally signed by Jennifer Farmer Date: 2022.09.26 17:16:32 -05'00'	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA Digitally signed by ELVIS TAYLOR Date: 2022.09.26 19:13:18 -04'00'	16C. DATE SIGNED SEP 26, 2022
(Signature of person authorized to sign)		(Signature of Contracting Officer)	

Previous edition unusable

STANDARD FORM 30 (REV. 11/2016)
Prescribed by GSA FAR (48 CFR) 53.243

The following Change Request **CR 6391 - Servicer Discharge Request Process** shall be incorporated into Contract Number ED-FSA-11-D-0012 Task Order 91003120F0331, Line Item 3019.

CR ID	PRICE	CR DESCRIPTION
6391	\$126,926.66	The purpose of this change request is to implement a process to request large volumes of Pandemic-connected borrower discharges that allow FSA to provide the requests to the needed vendors. The process will allow for Pandemic-connected discharges to be provided which provide the information needed for the vendor to process the discharge (per FSA instructions) and respond to FSA on the results.

The following Change Request **CR 6401 - Limited PSLF Waiver Closeout** shall be incorporated into Contract Number ED-FSA-11-D-0012 Task Order 91003120F0331, Line Item 3020.

CR ID	PRICE	CR DESCRIPTION
6401	\$26,430.33	The purpose of this change request is to ensure Per limited PSLF waiver (LPW), borrowers who have a Direct Loan (either already have a Direct Loan or have submitted a consolidation application) and have submitted a PSLF Form no later than 10/31/2022, will be eligible for LPW treatment. With the LPW closeout, NSLDS and the PSLF servicer will need to identify the borrower population still eligible for limited waiver. All other borrowers, post 11/1/2022, will be serviced under traditional PSLF and TEPSLF rules.

The total obligated value of contract ED-FSA-11-D-0012 Task Order 91003120F0331 is increased by \$153,356.99 from \$257,774,985.25 to \$257,928,342.24.

All other terms and conditions remain unchanged.

SCHEDULE Continued

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3019	<p>Contracting Officer: Elvis Taylor, 202-377-4013, elvis.taylor@ed.gov</p> <p>Primary Contracting Officer Representative: Andre Barbosa, 202-377-3332, Andre.Barbosa@ed.gov</p> <p>Alternate Contracting Officer Representative(s): Carmen Hines, 202-377-3516, carmen.hines@ed.gov Folake Reed, 202-377-3092, folake.reed@ed.gov</p> <p>Primary Technical Point of Contact: None</p> <p>Alternate Technical Point(s) of Contact: None</p> <p>(New Line Item)</p> <p>Budget Initiative: Pandemic Connected Loan Discharge Development Maintenance Enhancement</p> <p>To provide funding for CR 6391 - Servicer Discharge Request Process.</p> <p>Accounting and Appropriation Data: 0202N2021.B.2022.EN400000.6AB.2572A.ZDZ.000.0000.000000 \$126,926.66 PR NUMBER: EDOFSA-22-000936</p> <p>(New Line Item)</p> <p>Budget Initiative: Public Service Loan Forgiveness (PSLF) DME</p> <p>To provide funding for CR 6401 - Limited PSLF Waiver Closeout.</p> <p>Funding Period from 9/20/22 to 12/31/22.</p> <p>Accounting and Appropriation Data: 0202M2022.A.2022.EN400000.6N5.2572A.NGR.000.0000.000000 \$26,430.33 PR NUMBER: EDOFSA-22-001084</p>	1.00	SE	126,926.66	126,926.66
3020	<p>To provide funding for CR 6401 - Limited PSLF Waiver Closeout.</p> <p>Funding Period from 9/20/22 to 12/31/22.</p> <p>Accounting and Appropriation Data: 0202M2022.A.2022.EN400000.6N5.2572A.NGR.000.0000.000000 \$26,430.33 PR NUMBER: EDOFSA-22-001084</p>	1.00	SE	26,430.33	26,430.33

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE		PAGE OF PAGES		
					1 3		
2. AMENDMENT/MODIFICATION NUMBER 91003120F0331P00070		3. EFFECTIVE DATE JAN 23, 2023		4. REQUISITION/PURCHASE REQUISITION NUMBER EDOFSA-23-000165		5. PROJECT NUMBER (If applicable)	
6. ISSUED BY US Department of Education FSA - Acquisitions, 830 First St NE - Suite 91F3 Washington DC 20202 Eddie Lowe (202) 377-3714 Eddie.Lowe@ed.gov		CODE FSA-ACQ		7. ADMINISTERED BY (If other than Item 6) United States Department of Education Federal Student Aid/Mission Support Group 830 First St NE - Suite 91F3 Washington DC 20202		CODE FSA-FS2	
8. NAME AND ADDRESS OF CONTRACTOR (Number, street, county, State and ZIP Code) MISSOURI HIGHER EDUCATION LOAN AUTHORITY 633 SPIRIT DR CHESTERFIELD MO 63005				<input checked="" type="checkbox"/> (X) <input type="checkbox"/> <input checked="" type="checkbox"/> (X)		9A. AMENDMENT OF SOLICITATION NUMBER	
						9B. DATED (SEE ITEM 11)	
						10A. MODIFICATION OF CONTRACT/ORDER NUMBER ED-FSA-11-D-001291003120F0331	
CODE 00032048				FACILITY CODE		10B. DATED (SEE ITEM 13) DEC 30, 2019	

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended. ☐ is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or electronic communication which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or electronic communication, provided each letter or electronic communication makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

See Schedule

Modification Amount: \$81,428.72

Modification Obligated Amount: \$81,428.72

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NUMBER AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NUMBER IN ITEM 10A.
<input type="checkbox"/>	
<input type="checkbox"/>	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
<input checked="" type="checkbox"/> (X)	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 52.212-4 (c) - Contract Terms and Conditions - Commercial Items (Mar 2009) - TAILORED
<input type="checkbox"/>	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☐ is not ☒ is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

See Attachment Page

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) Jennifer Farmer Director of Federal Contracts 636.578.8411 farmerj@mohela.com		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Eddie Lowe, Contracting Officer (202) 377-3714 Eddie.Lowe@ed.gov	
15B. CONTRACTOR/OFFEROR Jennifer Farmer Digitally signed by Jennifer Farmer Date: 2023.01.23 15:48:13 -06'00'	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA EDDIE LOWE JR Digitally signed by EDDIE LOWE JR Date: 2023.01.24 10:23:37 -05'00'	16C. DATE SIGNED JAN 23, 2023
(Signature of person authorized to sign)		(Signature of Contracting Officer)	

Previous edition unusable

STANDARD FORM 30 (REV. 11/2016)
Prescribed by GSA FAR (48 CFR) 53.243

The following Change Request (**CR**) 6477 - PSLF Interface for Electronic PSLF Form Submissions Phase I shall be incorporated into Contract Number ED-FSA-11-D-0012, Task Order 91003120F0331, Line Item 4009.

CR ID	PRICE	CR DESCRIPTION
6477	\$81,428.72	The purpose of this modification is to provide borrowers with an additional option to submit the PSLF application to the PSLF Servicer from StudentAid.gov when the borrower and employer e-sign the application. The data from the completed PSLF applications will be saved in COD and the application (borrower/employer) metadata will be sent to the PSLF Servicer electronically via SAIG if the employer is eligible.

The total obligated value of contract ED-FSA-11-D-0012 Task Order 91003120F0331 is increased by \$81,428.72 from \$322,967,463.44 to \$323,048,892.16.

All other terms and conditions remain unchanged.

SCHEDULE Continued

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4009	<p>Contracting Officer: Eddie Lowe, (202) 377-3714, Eddie.Lowe@ed.gov</p> <p>Primary Contracting Officer Representative: Andre Barbosa, 202-377-3332, Andre.Barbosa@ed.gov</p> <p>Alternate Contracting Officer Representative(s): Carmen Hines, 202-377-3516, carmen.hines@ed.gov Folake Reed, 202-377-3092, folake.reed@ed.gov</p> <p>Primary Technical Point of Contact: None</p> <p>Alternate Technical Point(s) of Contact: None</p> <p>(New Line Item)</p> <p>Budget Initiative: Public Service Loan Forgiveness (PSLF) DME</p> <p>To provide funding for CR 6477 - PSLF Interface for Electronic PSLF Form Submissions Phase I.</p> <p>Funding Period: 2/20/2022 through February 2/19/2023</p> <p>Accounting and Appropriation Data: 0202M2023.A.2023.EN400000.6N5.2572A.NGR.000.0000.000000 \$81,428.72 PR NUMBER: EDOFSA-23-000165</p>	1.00	SE	81,428.72	81,428.72

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE	PAGE OF PAGES	
				1	9
2. AMENDMENT/MODIFICATION NUMBER EDFSA11D0012P00108	3. EFFECTIVE DATE MAR 31, 2023	4. REQUISITION/PURCHASE REQUISITION NUMBER	5. PROJECT NUMBER (If applicable)		
6. ISSUED BY US Department of Education FSA - Acquisitions, 830 First St NE - Suite 91F3 Washington DC 20202 Eddie Lowe (202) 377-3714 Eddie.Lowe@ed.gov	CODE FSA-AQO	7. ADMINISTERED BY (If other than Item 6) United States Department of Education Federal Student Aid/Mission Support Group 830 First St NE - Suite 91F3 Washington DC 20202	CODE FSA-FS2		
8. NAME AND ADDRESS OF CONTRACTOR (Number, street, county, State and ZIP Code) MISSOURI HIGHER EDUCATION LOAN AUTHORITY 633 SPIRIT DRIVE CHESTERFIELD MO 63005		UEI: N76QY63KMM18 DUNS: 00032048 Cage Code: 41YN3	(X)	9A. AMENDMENT OF SOLICITATION NUMBER	
				9B. DATED (SEE ITEM 11)	
				10A. MODIFICATION OF CONTRACT/ORDER NUMBER EDFSA11D0012	
			X	10B. DATED (SEE ITEM 13) SEP 27, 2011	
CODE 00032048	FACILITY CODE				
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS					
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended. <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or electronic communication which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or electronic communication, provided each letter or electronic communication makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.					
12. ACCOUNTING AND APPROPRIATION DATA (If required) See Schedule			Modification Amount: \$0.00 Modification Obligated Amount: \$0.00		
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NUMBER AS DESCRIBED IN ITEM 14.					
CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NUMBER IN ITEM 10A.				
<input type="checkbox"/>					
<input type="checkbox"/>	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).				
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 52.212-4 (c) - Contract Terms and Conditions - Commercial Items (Mar 2009) - TAILORED				
<input type="checkbox"/>	D. OTHER (Specify type of modification and authority)				
E. IMPORTANT: Contractor <input type="checkbox"/> is not <input checked="" type="checkbox"/> is required to sign this document and return <u>1</u> copies to the issuing office.					
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)					

See Attachment Page

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) Jennifer Farmer Director of Federal Contracts 636.578.8411 farmerj@mohela.com		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Eddie Lowe, Contracting Officer (202) 377-3714 Eddie.Lowe@ed.gov	
15B. CONTRACTOR/OFFEROR Digitally signed by Jennifer Farmer Date: 2023.03.31 15:54:29 -05'00'	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA EDDIE LOWE JR Digitally signed by EDDIE LOWE JR Date: 2023.04.03 15:19:06 -04'00'	16C. DATE SIGNED MAR 31, 2023
(Signature of person authorized to sign)		(Signature of Contracting Officer)	

Previous edition unusable

STANDARD FORM 30 (REV. 11/2016)
Prescribed by GSA FAR (48 CFR) 53.243

The purpose of this Modification to Contract Number ED-FSA-11-D-0012 is as follows.

1. To modify the pricing structure in Section B of the IDIQ Contract, previously revised per Modification (P00106), to include ongoing pricing for Change Request *(CR) 6477 - PSLF Interface for Electronic PSLF Form Submissions Phase I*.
2. To incorporate the requirements of *(CR) CR 6477 - PSLF Interface for Electronic PSLF Form Submissions Phase I* (Attachment A).

All other terms and conditions remain unchanged.

B.12 ADDITIONAL TERMS AND CONDITIONS

N. Additional Terms:

1. The Government will set and manage the common pricing, including tier structure, below:

Pricing Exhibit for CLIN 1001:

Exhibit Lines	Status	Unit	Unit Measure	Unit Rate
A001	In School	1+	EA	\$1.13820
A002	In Grace	1+	EA	\$1.82102
A003	In Current Repayment	1+	EA	\$3.08921
A004	Service Member	1+	EA	\$3.08921
A005	Deferment	1+	EA	\$1.82102
A006	Forbearance	1+	EA	\$1.13820
A007	Delinquent 6-30 Days	1+	EA	\$2.28701
A008	Delinquent 31-90 Days	1+	EA	\$1.58267
A009	Delinquent 91-150 Days	1+	EA	\$1.46339
A010	Delinquent 151-270 Days	1+	EA	\$1.33329
A011	Delinquent 271-360 Days	1+	EA	\$0.48783
A012	Delinquent 361 or more Days	1+	EA	\$0.48783
A013	Postal Mailing Costs associated with Change Requests 2760, 3192, 3235, 4859, 5477, 5505, 6248, 6373, 6385, 6391, 6427, 6498 and 6477.	1+	EA	\$0.52028
	Pre-Release Accessibility Testing			
A014	Pre-Release Testing Report	1+	EA	\$1,251.49446
	PIV-1 Implementation			
A026	One-Time Development Cost	N/A	N/A	\$303,286.00
A027	Annual Maintenance ¹		EA	\$42,927.02400
A028	Borrower Defense Discharges in accordance with CR 3368 (per borrower) ³	1+	EA	\$48.29290
A029	New IDR Applications in accordance with CR 3571 (per new application) ²	1+	EA	\$3.21953
A031	Borrower Defense Discharge - Other Discharge/Special Instructions in accordance CR 4280 (Per Borrower) ⁴	1+	EA	\$25.21963
A032	Borrower Defense Discharge Adjustments in accordance with CR 4379 (Per Borrower)	1+	EA	\$8.63906
A033	Borrower Defense Discharge Report in accordance with CR 4379 (Per Weekly Report)	1+	EA	\$29.28696
A034	Borrower Defense - Updated Process in accordance with CR 4585 (Per Forbearance Request)	1+	EA	\$2.18928
A035	Disaster Relief Discharge Per Borrower in accordance with CR 4583	1+	EA	\$22.61181

A036	Borrower Discharge Report Update - June 2018 in accordance with CR 4716 (Per account)	1+	EA	\$14.52007
A037	Borrower Defense (CEMS) - Portal Updates for Forbearance Information in accordance with CR 4753 (Per Borrower)	1+	EA	\$23.77084
A038	Borrower Defense (CEMS) - Portal Updates for Discharge Information in accordance with CR 4753 (Per Borrower)	1+	EA	\$22.52596
A039	Borrower Defense (CEMS) - Portal Updates for Inquires in accordance with CR 4753 (Per Borrower)	1+	EA	\$23.77084
A040	ACSD Processing and Operational Reporting (Phase II) in accordance with CR 5005 (Per Weekly Report)	1+	EA	\$23.51580
A041	Cancer Treatment Deferment Manual Requirements for Servicers in accordance with CR 5224 (Per Borrower)	1+	EA	\$4.27560
A042	Cancer Treatment Deferment Manual Requirements for Servicers in accordance with CR 5224 (Per Recertification Notice)	1+	EA	\$1.60335
A043	Imminent Danger and Hostile Duty Pay - Monitoring of the automated process in accordance with CR 4859 (Per quarter)	1+	EA	\$52.62195
A044	Imminent Danger and Hostile Duty Pay - Manual application of benefit (fall out) in accordance with CR 4859 (Per Borrower)	1+	EA	\$8.89325
A045	Borrower Forbearance in accordance with Change Requests 5505 and 6274 (Per Borrower)	1+	EA	\$2.19
A046	Borrower Forbearance Daily Report in accordance with CR 5505 (Per Report)	1+	EA	\$36.46
A047	Email in accordance with Change Requests 5505, 6248, 6373, 6385, 6427, 6498 and 6477. (Per Email)	1+	EA	\$0.02
A048	Borrower Forbearance Web Verbiage update in accordance with CR 5505 (Per Hour)	1+	EA	\$96.80
A049	Borrower Forbearance IVR Verbiage update in accordance with CR 5505 (Per Hour)	1+	EA	\$133.07
A050	Forbearance per borrower (CR 5654) supersedes pricing from CR 5505 ⁵	1+	EA	\$2.05
A051	Completion and Submission of Each Monthly Borrower Defense Response File and Compliance Statement in accordance with CR 5379 (per file)	1+	EA	\$367.64816
A052	Process of Forbearance in accordance with CR 5379 (per borrower)	1+	EA	\$2.49054
A053	Completion and Submission of Each Adverse Credit Response File in accordance with CR 5379 (per file)	1+	EA	\$273.45669
A054	Processing of Adverse Credit Updates in accordance with CR 5379 (per borrower)	1+	EA	\$0.31960
A055	Per AUD Submitted in accordance with CR 5379 (per AUD)	1+	EA	\$0.10689
A056	Completion and Submission of Each Refund Response File in accordance with CR 5379 (per file)	1+	EA	\$106.39831

A057	Processing of Refunds in accordance with CR 5379 (per borrower)	1+	EA	\$2.00953
A058	Training per new analyst to perform work in accordance with CR 6219.	1+	EA	\$2,321.00
A059	Weekly Reconsideration Report Reconciliation and Delivery in accordance with CR 6219.	1+	EA	\$59.54
A060	Cost per completed Request in accordance with CR 6219.	1+	EA	\$49.75
A061	Return to Repayment Paper Correspondence in accordance with Change Requests 6248, 6373, 6385, 6427 and 6498. (Paper/Envelope/Handling)	1+	EA	\$0.0629
A062	Per dispute per loan in accordance with CR 6051.	1+	EA	\$2.07
A063	For processing of Debt Relief Discharge files – first ten (10) under CR 6391 ⁶ (NTE \$72,000.00)	1+	EA	\$7,200.00
A064	For processing of Debt Relief Discharge files – eleven (11+) under CR 6391 ⁶ (NTE \$100,000.00)	1+	EA	\$5,000.00
A065	For processing of Debt Relief Discharge refunds for borrowers received through transfer after 3/13/2020 that also have made payments since 3/13/2020 – per borrower under CR 6391 ⁶ (NTE \$3,650,000.00)	1+	EA	\$3.24
A066	For PHEAA to process a batch of re-amortizations through a data change request (DCR's) in accordance with CR 6427. (Per hour)	1+	EA	\$135.12

1. PIV-fcosts to be billed annually. The first annual invoice for these charges may be submitted one year after implementation is complete.

2. New /OR applications received after the implementation of Change Request 3571 may be invoiced under Exhibit A029. No additional invoices may be submitted after invoices for August 2017 in accordance with CR 4289.

3. Borrower Defense Discharges can only be invoiced once per borrower.

4. Special Instructions Discharges can only be invoiced once per borrower.

5. The reduction is based on expiration of CR 5505, the initial COVID-19 Special Forbearance rate, which goes through Sept 30, 2020. The continuation of CARES Act (CR 5654) goes through December 31, 2020.

6. No servicer can perform over the CLIN ceilings without authorization from the Contracting Officer. The servicer must notify the Contracting Officer in writing when it reaches 75% of any CLIN funding ceiling.

Pricing Exhibit for CLIN 1002 and Option CLIN 2002:

Exhibit Lines	Status	Unit	Unit Measure	Unit Rate
B001	Change Requests ¹	1+	EA	Negotiated

1. Price to be negotiated for each Change Request.

Pricing Exhibit for CLIN 1003 and Option CLIN 2003:

Exhibit Lines	Status	Unit	Unit Measure	Unit Rate
	Borrower Defense Support			
C015	Call Center and Web Application Support - Initial 10 Business Days ¹	1	EA	\$250,000.00
C016	Call Center Support - up to 50 calls per day after initial 10 Business Days ²	N/A	Monthly	\$7,500.00
C017	Call Center Support - per call over 50 calls per day	1+	EA	\$10.00
C018	Web Application Support - up to 250 applications per month after initial 10 Business days ²	N/A	Monthly	\$1,875.00

C019	Web Application Support - per application over 250 applications per month	1+	EA	\$7.50
C020	Email Campaign Support- Development ³		EA	\$5,000.00
C021	Email Campaign Support- per campaign	1+	EA	\$2,500.00
C022	Email Campaign Support- per email	1+	EA	\$0.01
C023	Wizard Web Forms - Development ⁴	1	EA	\$48,000.00
C024	Wizard Web Forms - per month support	1+	EA	\$1,000.00
C025	Wizard Web Forms - per Submission	1+	EA	\$7.50
C026	Postal Mail Application Support – Developments ⁵	1	EA	\$37,500.00
C027	Postal Mail Application Support - up to 1,000 applications per month	1+	Monthly	\$6,870.00
C028	Non-Borrower Defense Postal Mail - up to 100 pieces per month	1+	Monthly	\$300.00
C029	Postal Mail Application Support - per Submission above 1,000 applications per month	1+	EA	\$6.31
C030	Non-Borrower Defense Postal Mail - per piece above 100 per month	1+	EA	\$3.00
C031	Electronic Media Applications Support ⁶ - per Submission	1+	EA	\$6.25
C032	Printing of Documents from Electronic Media Submission ⁷ - per Borrower	N/A	EA	\$1.54
C033	Fresh Start Plus outbound call attempts in accordance with CR 6312. (Per call) ⁸	1+	EA	\$1.62
C034	For processing of Borrower Defense Group Discharges for borrowers that have made payments – per borrower under CR 6346.	1+	EA	\$45.00 \$10.64

1. Initial 10 business days will begin on date of Department of Education announcement of the toll-free number (June 8, 2015).

2. Will start after the completion of the initial 10 business days. The invoice for the first month will be prorated if applicable.

3. One-time development price of \$5,000.

4. One-time development price of \$48,000.

5. One-time development price of \$37,500.

6. Borrower Defense Electronic Application Support (received via CD/USB-flash-drive) as described in Change Request 4377.

7. Printing documents from electronic media submission from a borrower, if needed in accordance with Change Request 4377.

8. The number of call attempts will not exceed a maximum of two.

Pricing Exhibit for CLIN 1004 and Option CLIN 2004:

Exhibit Lines	Status	Unit	Unit Measure	Unit Rate
	Public Service Loan Forgiveness (PSLF)			
D019	Approved Employment Certification Form CR 5536 and manually processed forms for CR 6477 ²	1+	EA	\$19.08
	PSLF Discharge Application for Forgiveness			
D022	Denied Application CR 5536 and manually processed forms for CR 6477 ²	1+	EA	\$19.08
D025	PSLF Call received/routed to 1-855-265-4038 in accordance with CR 4639 (Per Call)	1+	EA	\$4.50

D026	Temporary Expanded PSLF Initial Reconsideration Review in accordance with CR 4640	1+	EA	\$4.67
D027	Temporary Expanded PSLF IDR Payment Calculation in accordance with CR 4640 and CR 5536.	1+	EA	\$15.17
D028	Temporary Expanded PSLF/PSLF Detailed Payment Review in accordance with CR 4640 and CR 5536.	1+	EA	\$52.50
D032	ECF/PSLF App placed on Hold in accordance with CR 5044 and CR 6477 ² (per borrower)	1+	EA	\$5.25
D033	Process Approved Form-Forgiveness CR 5536	1+	EA	\$23.82
D034	Direct to Discharge Processing to PSLF	1+	EA	\$23.82
D035	Daily PSLF Electronic Form Submission File Processing in accordance with CR 6477. ¹	1+	EA	\$36.46

1. The fee will only be paid on days the report is transmitted to MOHELA and the fee includes all costs to load, monitor, process the file, and resolve transmission issues from FSA.
2. MOHELA must provide supporting documentation with the billing invoice including borrower listing by SSN, date MOHELA received the file, and reason for manual processing for all borrowers that fall out of the automated process and required billing.

TEACH Pricing Exhibit for CLIN 2008:

Exhibit Lines	Status	Unit	Unit Measure	Unit Rate
	TEACH			
E021	Borrowers in TEACH Grant Status	1+	EA	\$1.05
E022	Per Record Rebuilt	1+	EA	\$105.00
E041	TEACH Grant-Disaster Affected Recipients Record Rebuild in accordance with CR 4803 (per borrower)	1+	EA	\$105.00
E042	TEACH Grant - Disaster Affected Recipients Suspension Application in accordance with CR 4803 (per borrower)	1+	EA	\$11.90
E043	TEACH Grant Conversion - Call to the TEACH Dispute Line in accordance with CR 4909 (per borrower)	1+	EA	\$8.75
E044	TEACH Grant Conversion - Email to the TEACH Dispute Email Box in accordance with CR 4909 (per borrower)	1+	EA	\$5.25
E045	TEACH Grant Conversion - Sequence Rebuild in accordance with CR 4909 (per borrower)	1+	EA	\$105.00
E046	TEACH Grant Conversion - Unconversion in accordance with CR 4904 (per borrower)	1+	EA	\$52.50
E047	TEACH Grant Conversion - Annual Certification Form in accordance with CR 4909 (per borrower)	1+	EA	\$9.33
E048	TEACH Grant Conversion - Dispute Submission in accordance with CR 4909 (per borrower)	1+	EA	\$9.92
E049	TEACH Grant Conversion - Dispute Response Letter in accordance with CR 4909 (per borrower)	1+	EA	\$11.67

(Attachment A)

CR 6477 - PSLF Interface for Electronic PSLF Form Submissions Phase I

Reason:

Currently, an estimated average of 2,000 PSLF applications are submitted on StudentAid.gov per day via the PSLF Help Tool. The application data and resulting PDF are stored in the COD System. To submit the application to the PSLF servicer for processing, the application must be downloaded by the user, signed by the user, and signed by the employer. The Borrower then mails, faxes, or uploads the PDF on the MOHELA Website (if MOHELA is the servicer) to submit the application to the PSLF Servicer.

FSA would like to provide borrowers the additional option to submit the PSLF application to the PSLF Servicer from StudentAid.gov when the borrower and employer e-sign the application. The data from the completed PSLF applications will be saved in COD and the application (borrower/employer) metadata will be sent to the PSLF Servicer electronically via SAIG if the employer is eligible.

Requirements:

PSLF Servicers (MOHELA):

1. The PSLF Servicer shall receive PSLF Application Data for electronically completed/signed PSLF Applications for eligible employers from COD via a new COD-PSLF Servicer Batch Interface.

1.1. The PSLF Servicer shall receive the PSLF Application Data File via SAIG.

NOTE: - The PSLF Application Data File shall be sent using Test Message Class PSLFTQOP.

The PSLF Application Data File shall be sent using Production Message Class PSLFPQOP

1.2. The PSLF Servicer shall receive the PSLF Application data in one file per day.

1.2.1. The file shall be received every day, excluding Sundays and federal holidays, between 10 PM and 2 AM EST on the calendar day following the logical processing day.

1.3. The PSLF Application Data File shall contain information related to the PSLF Application, which include:

1.3.1. - Document Information

1.3.2. - Summary Information

1.3.3. - Borrower Information

1.3.4. - Employer Information

1.3.5. - E-signature Information

1.4. The PSLF Servicer shall receive the following employer information at the Application Level:

1.4.1. - Multiple Employer Indicator - Multiple Employer Indicator field is defined as whether the PSLF Application has multiple employers or not to indicate potential additional employers for the borrower's PSLF application may follow.

1.4.2. - Number of Employers associated with the PSLF Application

1.4.2.1. Upon receipt of a record with a multi-employer indicator, and the employment is Full-Time, the PSLF Servicer shall process the form, certify employment and update qualifying payment counts accordingly.

1.4.2.1.1. The PSLF Servicer shall update their communications to inform the borrower that this employer certification is part of a multi-employer form submission.

1.4.2.2. Upon receipt of a record with a multi-employer indicator, and the employment is Part-Time, the PSLF Servicer shall not deny the record and inform the borrower of part-time qualifying employment and awaiting additional records of employment.

1.4.2.2.1. For applications that have been marked as Part-Time by the borrower but have employment greater than 30 hours, the PSLF Servicer shall treat their employment as Full-Time.

1.5. The PSLF Servicer shall send a receipt file to COD acknowledging that the COD PSLF Application Data File was successfully received.

1.5.1. The Receipt File shall only acknowledge the receipt of the file as a whole.

1.5.2. The Receipt File shall indicate that the servicer has received the file and is able to read it.

1.5.3. The Receipt File shall indicate how many records were successfully transferred.

2. The PSLF servicer shall use the new PSLF Application Data to update borrowers' periods of employment eligibility and

update qualifying payment counts as follows:

2.1. Eligible - mark employment period as eligible for PSLF and update qualifying payments.

2.2. Ineligible - mark employment periods as ineligible for PSLF and notify borrower of "Split Eligibility"

2.2.1. The PSLF Servicer shall create a new employer eligibility status of "Split Eligibility" to inform borrowers who have a period of employment that is eligible and ineligible.

2.2.2. The PSLF servicer shall create a new communication to inform borrowers of their Split Eligibility (Eligible and Ineligible employment periods).

2.3. Undetermined - create an email-to-case for FSA adjudication based on undetermined employment periods provided by COD. This will eliminate the manual look-up process in the COD PSLF Employer Database.

3. The PSLF Servicer shall create a new daily report to track PSLF Application Data Received and Processed. A sample report is attached, and at a minimum shall include the following specification:

3.1. Records received

3.2. Records processed successfully

3.3. Records Failed

3.3.1. The PSLF Servicer shall use the COD OMR Process to report failed records.

3.3.1.1. The PSLF Servicer shall re-process data resent from COD until it is processed successfully.

4. The PSLF Servicer shall update the borrower account portal to inform borrowers of their electronic PSLF Form submission data.

5. The PSLF servicer shall update all impacted procedures, workflows and training documents, borrower communications, call-scripts, websites, and FAQs.

6. The PSLF Servicer shall conduct IST with COD.

7. The PSLF Servicer shall adhere to the specifications provided in the COD Servicer Support Guide/Interface Control Documents (ICDs).

SCHEDULE Continued

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
	<p>Contracting Officer: Eddie Lowe, (202) 377-3714, Eddie.Lowe@ed.gov</p> <p>Primary Contracting Officer Representative: Andre Barbosa, 202-377-3332, Andre.Barbosa@ed.gov</p> <p>Alternate Contracting Officer Representative(s): Carmen Hines, 202-377-3516, carmen.hines@ed.gov</p> <p>Primary Technical Point of Contact: None</p> <p>Alternate Technical Point(s) of Contact: None</p>				

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE		PAGE OF PAGES	
						1	8
2. AMENDMENT/MODIFICATION NUMBER		3. EFFECTIVE DATE		4. REQUISITION/PURCHASE REQUISITION NUMBER		5. PROJECT NUMBER (If applicable)	
91003120F0331P00104		JAN 02, 2024		EDOFSA-24-000203			
6. ISSUED BY US Department of Education FSA - Acquisitions, 830 First St NE - Suite 91F3 Washington DC 20202 Briana Debrew 202-377-4920 Briana.Debrew@ed.gov		CODE FSA-ACQ		7. ADMINISTERED BY (If other than Item 6) United States Department of Education Federal Student Aid/Mission Support Group 830 First St NE - Suite 91F3 Washington DC 20202		CODE FSA-FS2	
8. NAME AND ADDRESS OF CONTRACTOR (Number, street, county, State and ZIP Code) MISSOURI HIGHER EDUCATION LOAN AUTHORITY 633 SPIRIT DR CHESTERFIELD MO 63005				<input checked="" type="checkbox"/> (X) <input type="checkbox"/> <input checked="" type="checkbox"/> (X)		9A. AMENDMENT OF SOLICITATION NUMBER	
						9B. DATED (SEE ITEM 11)	
						10A. MODIFICATION OF CONTRACT/ORDER NUMBER ED-FSA-11-D-0012/91003120F0331	
CODE 00032048				FACILITY CODE		10B. DATED (SEE ITEM 13) DEC 30, 2019	

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended. ☐ is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or electronic communication which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or electronic communication, provided each letter or electronic communication makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

See Schedule

Modification Amount: \$169,401.46
Modification Obligated Amount: \$169,401.46

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NUMBER AS DESCRIBED IN ITEM 14.


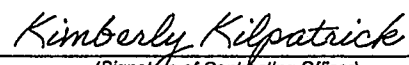
CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NUMBER IN ITEM 10A.
<input type="checkbox"/>	
<input type="checkbox"/>	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
<input checked="" type="checkbox"/> (X)	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 52.212-4 (c) - Contract Terms and Conditions - Commercial Items (Mar 2009) - TAILORED
<input type="checkbox"/>	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☐ is not ☒ is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

See Attachment Page

Except as provided herein, all terms and conditions of the document referenced in item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) Jennifer Farmer COO and Director of Federal Servicing Contracts farmerj@mohela.com. 636.578.8411		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Kimberly Kilpatrick, Contracting Officer 910-580-3656 Kimberly.Kilpatrick@ed.gov	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
 (Signature of person authorized to sign)	Jan 05, 2024	 (Signature of Contracting Officer)	JAN 05, 2024

Previous edition unusable

STANDARD FORM 30 (REV. 11/2016)
Prescribed by GSA FAR (48 CFR) 53.243

The following Change Request (CR) 6841 - USDS - TEACH and PSLF Data Conversion Execution shall be incorporated into Contract Number ED-FSA-11-D-0012, Task Order 91003120F0331, under Line Item 5004.

CR ID	PRICE	Reason (Business Need)
6841	\$169,401.46	The Unified Servicing and Data Solution (USDS) is a new FSA project that seeks to provide long-term stability to the federal loan servicing environment through the award of multiple new loan servicing contracts.

The total obligated value of contract ED-FSA-11-D-0012 Task Order 91003120F0331 is increased by \$169,401.46 from \$643,127,503.14 to \$643,296,904.60.

CR 6841 - USDS - TEACH and PSLF Data Conversion Execution

Business Need:

The Unified Servicing and Data Solution (USDS) is a new FSA project that seeks to provide long-term stability to the federal loan servicing environment through the award of multiple new loan servicing contracts. The Contractor previously worked collaboratively with the FSA to determine the approach for moving the current legacy servicing process for specialty programs (TEACH, PSLF, and TPD) into the DCC and EDMAPS/NSLDS systems. A Specialty Program Subsystem (SPS) solution will be within DCC Tenant to support TEACH, PSLF, and TPD functionalities. The SPS solution will be implemented in two phases. SPS Phase 1, will deliver TEACH and high priority PSLF functionality. SPS Phase 2 will deliver lower priority PSLF functionality and full TPD functionality.

This Change Request is issued to implement the Data Migration solution that will be executed in Phase 1 of SPS to move PSLF and TEACH functionality into FSA managed systems. PSLF and TEACH data will be migrated into the Specialty Program Subsystem (SPS) solution from the legacy systems. TEACH data will be migrated from MOHELA, and PSLF data will be migrated from both COD and MOHELA. In addition to the migration of the structured data, the applicable PSLF DocuSign PDF applications stored in COD document storage will need to be migrated into EDMAPS Enterprise Document Storage through SPS-EDMAPS integration.

The TEACH and PSLF scanned images stored in MOHELA system will be migrated to the USDS solution in two phases, aligning to SPS Phase 1 and Phase 2. In SPS Phase 1, MOHELA will upload the scanned images and index file to designated AWS S3 file storage within DCC system boundary. In SPS Phase 2, the SPS contractor will move the scanned images from MOHELA to EDMAPS Enterprise Document Storage and link the documents to the applicant/applications migrated from MOHELA within SPS.

This Change Request covers the migration activities aligning to SPS Phase 1. A separate Change Request will be issued to the SPS Contractor to move the scanned images to EDMAPS Enterprise Document Storage.

Requirements:

1. MOHELA shall support the data migration effort to enable SPS Phase 1.
2. MOHELA shall provide PSLF and TEACH data extracts from the legacy system in the format adhering to the instructions that will be defined in the File Layout Requirements provided by the SPS Contractor. MOHELA and the SPS Contractor shall work together to agree on the final file layout requirements.
3. MOHELA shall upload the data extracts to the designated AWS S3 buckets provided by the SPS Contractor.
4. MOHELA shall provide the number of files, size of the files, and the number of records in each file for the SPS contractor to verify the received data matches what is expected from MOHELA. MOHELA shall provide this information for each iteration of the test and live production migrations.
5. MOHELA shall provide relevant operational reports generated at the time of data extract which represent the state of the system to the SPS Contractor. These reports will be used to support reconciliation of the data migration process.
6. MOHELA shall provide both production and testing data for SPS Contractor to test the Data Migration Process:
 - 6.1. MOHELA shall provide the testing data in agreed upon format by an agreed upon date.
 - 6.1.1. MOHELA shall ensure there is no real PII in the test data. If a process is used to obfuscate production data to meet this requirement, MOHELA shall maintain the integrity of primary keys and other relational aspects of the data. If for some reason the data cannot be masked, an FSA approved secure transmission mechanism will be employed.

- 6.1.2. MOHELA shall provide data that supports the scenarios required by the SPS contractor.
an agreed upon date.
 - 6.3. MOHELA shall provide validation support during migration testing to mitigate the issues found in testing.
 7. MOHELA shall provide the final extract for production migration in the agreed upon format on the date agreed by FSA: 7.1. System Freeze Date: An agreed upon date.
 - 7.2. Final Extraction Date: No later than an agreed upon date.
 8. MOHELA shall provide relevant functional and technical documentation to provide insights to the source data.
 9. MOHELA shall support data cleanup to address the data rejected by the SPS migration solution due to violation of agreed upon File Layout and shall support research and resolution of data anomalies within the file that inhibit the successful data migration. This support may include creation of supplemental files or other supporting information.
 10. MOHELA shall upload the following scanned images to the designated S3 bucket within DCC System boundary:
 - 10.1. PSLF Related Documents. PSLF Related Document is defined as the documents associated to the MOHELA PSLF Application records stored on the EML2 table in MOHELA system.
 - 10.2. TEACH Certification - Approvals and Denials
 - 10.3. TEACH Suspension Requests - Approvals and Denials
 - 10.4. TEACH Suspension Ending Notification
 - 10.5. TEACH Discharges - Approvals and Denials
 - 10.6. TEACH Reinstatement Requests – Approvals and Denials
 - 10.7. TEACH Quarterly Interest Statements
 - 10.8. TEACH Welcome Letters
 - 10.9. TEACH New Disbursement Letters
 - 10.10. TEACH Disbursement Adjustment Letters
 - 10.11. TEACH Grant to Loan Conversions – Notifications, Approvals, and Denials
 - 10.12. TEACH Grant has been satisfied
 - 10.13. TEACH Annual Certification Reminders
 - 10.14. TEACH OMB forms for certifications & suspensions, and the paper form request to convert grant to loan.
 11. MOHELA shall work with the SPS contractor to create index file layout that provides the metadata of the scanned images.
 12. MOHELA shall upload the index file to the designated S3 bucket within DCC System boundary.
 13. MOHELA shall send unprocessed paper applications to the Fulfillment Vendor (Maximus). This includes any unprocessed paper applications received before the processing freeze (backlog) and all paper applications received after the processing freeze.
- Fulfillment Vendor (Maximus) Requirements
1. Fulfillment Vendor shall process the any unprocessed paper applications sent by MOHELA upon SPS Phase 1 go-live.

COD Requirements

1. COD shall support the data migration effort to enable SPS Phase 1 go-live.
2. COD shall support migrating Employer Database and PSLF Applications from COD to SPS.
3. COD shall provide the source data in the format of Oracle database extract which adhere to the requirements that will be provided by the SPS Contractor. The extract shall contain the tables and records that are required for Employer Database and PSLF Applications migration:
 - 3.1. COD shall provide all records in the Employer Database tables.
 - 3.2. COD shall provide the PSLF Application database records stored in the COD system that meet any of the following criteria:
 - 3.2.1. PSLF Applications created after the COD DocuSign implementation (COD 22.0 March 2023) and are awaiting DocuSign signature from the Employer.
 - 3.2.2. PSLF Applications created after the COD DocuSign (COD 22.0 March 2023) implementation and are pending Adjudication.
 - 3.2.3. PSLF Applications were created after the COD DocuSign implementation (COD 22.0 March 2023) and the DocuSign signature was completed after MOHELA stopped accepting e-sign PSLF Applications from COD. FSA will finalize a date for MOHELA to stop receiving COD e-sign PSLF Application through a separate CR.
 - 3.3. COD shall provide the PSLF Application database records stored in the COD system that meet any of the following criteria:
 - 3.3.1. PSLF Applications created after the COD DocuSign implementation (COD 22.0 March 2023) and are awaiting DocuSign signature from the Employer.
 - 3.3.2. PSLF Applications created after the COD DocuSign (COD 22.0 March 2023) implementation and are pending Adjudication.
 - 3.3.3. PSLF Applications were created after the COD DocuSign implementation (COD 22.0 March 2023) and the DocuSign signature was completed after MOHELA stopped accepting e-sign PSLF Applications from COD. FSA will finalize a date for MOHELA to stop receiving COD e-sign PSLF Application through a separate CR.
4. COD shall upload the data per the requirements provided by SPS Contractor.
5. COD shall upload the data extracts to the designated AWS S3 bucket provided by the SPS Contractor.
6. COD shall provide the number of tables and the number of records in each table included in the extract.
7. COD shall provide relevant operational reports generated at the time of data extract which represent the state

of the system to the SPS contractor. These reports will be used to support reconciliation of the data migration process.

8. COD shall provide both production and testing data for SPS Contractor to test the Data Migration Process: 8.1. COD shall provide the testing data in agreed upon format by November 21st, 2023. 8.1.1. COD shall ensure that there is no real PII in the testing data. If a process is used to obfuscate production data to meet this requirement, COD shall maintain the integrity of primary keys and other relational aspects of the data.

8.2. COD shall provide the full production extract in agreed upon format for migration testing by December 18th, 2023.

9. COD shall provide the final extract for production migration in agreed upon format by the SPS Phase 1 go-live date, June 9th, 2024. The exact date for final data extraction will be finalized in SPS Phase 1 go-live planning.

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10. COD shall provide relevant functional, technical documentation, and data dictionary to provide insights to the source data.

11. COD shall support data cleanup to address the data rejected by the SPS migration solution. SPS Contractor Requirements

The SPS Contractor shall develop a data and document migration solution to migrate and validate the necessary data of PSLF and TEACH specialty programs from the source systems to the target Specialty Processing Subsystem (SPS) solution within DCC.

Data Transfer from MOHELA

1. The SPS Contractor shall migrate the PSLF and TEACH specialty program data from MOHELA to SPS. The Appendix A details the functional groups of data that are applicable to each specialty program. The final scope of data that is required for SPS migration shall be documented in the Data Migration Planning document.

2. The SPS Contractor shall create File Layout Requirements to define the file layouts, expected volume, and the technical specifications of the data delivery method to enable data transfer from MOHELA. SPS contractor will work with MOHELA to agree on final file layout requirements.

3. The SPS Contractor shall create AWS S3 buckets within FSA Cloud system boundary to allow MOHELA to transfer the source data: 3.1. The SPS Contractor shall create separate AWS S3 buckets for testing data and production data.

3.2. The SPS Contractor shall create separate AWS S3 buckets for each specialty program type.

3.3. The SPS Contractor shall provide the credentials and support access requests to the AWS S3 buckets.

4. The SPS Contractor shall validate if the received data is adhering to File Layout Requirements to ensure the data quality is acceptable for systematic transformation.

5. The SPS Contractor shall create a Risk ticket in DCC JIRA system to log the source data that would be rejected due to violation to the File Layout Requirements throughout different stages of migration testing. The SPS Contractor shall escalate the Risks to FSA to inform the source system to address the invalid data.

6. The SPS Contractor shall work with MOHELA to define the validation criteria for data transfer, which shall include the following key aspects: 6.1. Number of files

6.2. Size of each file

6.3. Number of records in each file

7. The SPS Contractor shall validate the received data against the validation criteria for data transfer to ensure the received data matches what is expected from MOHELA.

8. The SPS Contractor shall develop file parsing solution and designated staging database to load the received data in the original format to prepare for data transformation.

9. The SPS Contractor shall retain data in the designated file storage and staging database until FSA authorizes its destruction. When authorized the SPS Contractor shall provide certification of its destruction.

10. The SPS Contractor shall provide operation support to retrieve the legacy data if needed.

11. The SPS Contractor shall create AWS S3 buckets within FSA Cloud system boundary to allow MOHELA to upload PSLF and TEACH related scanned image. The images will be temporary stored in DCC system boundary till SPS Phase 2 go-live.

12. The SPS Contractor shall create index file layout for MOHELA to send the metadata of the scanned images.

13. The SPS Contractor shall store in the index file data into SPS database. Data Transfer from COD
14. The SPS Contractor shall migrate the following data from COD to SPS: 14.1. The SPS Contractor shall migrate the entire Employer Eligibility Database
14.2. The SPS Contractor shall migrate PSLF DocuSign Applications that meet the any of following criteria: 14.2.1. PSLF Applications created after the COD DocuSign implementation (COD 22.0 March 2023) and are awaiting DocuSign signature from the Employer.
14.2.2. PSLF Applications created after the COD DocuSign (COD 22.0 March 2023) implementation and are pending Adjudication.
14.2.3. PSLF Applications created after the COD DocuSign implementation (COD 22.0 March 2023) and the DocuSign signature is completed after MOHELA stopped accepting e-sign PSLF Application from COD.

15. The SPS Contractor shall create requirement documentation detailing what tables and records are required for COD to produce the Oracle database extract of the required database tables and the underlying data.
16. The SPS Contractor shall create AWS S3 buckets within FSA Cloud system boundary for COD to provide the Oracle database extract. 16.1. The SPS Contractor shall create separate AWS S3 buckets for testing data and production data.
16.2. The SPS Contractor shall provide the credentials and support access request to the AWS S3 buckets.

17. The SPS Contractor shall work with COD to define the validation criteria for data transfer, which includes the following key aspects: 17.1. Number of tables included in the Oracle database extract.
17.2. Number of records in each table included in the Oracle database extract.

18. The SPS Contractor shall validate the received data against the validation criteria for data transfer to ensure the received data matches what is expected from COD.
19. The SPS Contractor shall create designated staging database to load the received Oracle database extract in the original format to prepare for data transformation.
20. The SPS contractor shall retain the data in the designated file storage and staging database until FSA authorizes its destruction. When authorized the SPS Contractor shall provide certification of its destruction.
21. The SPS Contractor shall provide operation support to retrieve the legacy data if needed. Data Conversion
22. The SPS Contractor shall create Data Mapping Requirements to document the mapping between source data and the target database tables and columns and the transformation logic.
23. The SPS Contractor shall develop data conversion solution to transform the data as described in the Data Mapping requirements to convert the source to the target database.
24. The SPS Contractor shall account for work-in-progress scenarios, documented in Appendix B, and convert the work-in- progress records to the appropriate SPS processing state.
25. The SPS Contractor shall identify the source records that would fail to be stored into the target data model due to data quality issue or not conforming to the SPS data model design. The SPS Contractor shall create Risk ticket in DCC JIRA system to document the finding and meet with FSA to mitigate the risk of data loss.

Data Conversion Validation

26. The SPS Contractor shall validate the number of records converted to the target SPS tables matches the expected output based on the data conversion transformation logic.
27. The SPS Contractor shall work with the source systems and FSA to define the validation criteria for data conversion: 27.1. The validation criteria for data conversion shall include counts of functional elements provided by the source system. The SPS Contractor shall work with the source systems to identify a list of mission critical functional elements that can be summed to allow for count-based validation.
27.2. The SPS Contractor shall work with the source systems to identify existing operational reports that can be used as count-based data conversion validation criteria.
27.3. The SPS Contractor shall produce Data Conversion Validation Approach document to specify the validations that will be executed throughout the Data Migration process.

28. The SPS Contractor shall validate the converted data against the agreed upon validation criteria and provide the validation results to FSA during: 28.1. Migration Testing with Production Data
28.2. Production Migration

29. The SPS Contractor shall produce validation reports to present the validation results for the test migration

with production data and the production migration.

30. The SPS Contractor shall support FSA oversight of validating the migration results in production including support for inquiries and resolution of issues identified by FSA.

Person Master Data Management (pMDM) Sync

31. The SPS Contractor shall integrate with pMDM to find the pMDM IDs for the person records migrated to SPS:

31.1. The SPS Contractor shall use existing pMDM webservice to retrieve pMDM ID for the person records converted to SPS.

31.2. The SPS Contractor shall match the SPS person record with the pMDM record to store the pMDM ID for the person record.

31.3. The SPS Contractor shall migrate a person record to SPS regardless of whether that person have a matching pMDM ID or not.

31.4. The SPS Contractor shall work with FSA to come up with a plan to account for SPS person records that do not have a matching pMDM record and address it through SPS requirements/designs impacts.

COD PSLF Application PDF Migration

32. The SPS Contractor shall work with COD to migrate the PDF PSLF Application documents to the EDMAPS Document Repository: 32.1. The SPS Contractor shall migrate the PDF PSLF Application documents for the PSLF Application database records that will be migrated from COD to SPS, which are: 32.1.1. PSLF Applications created after the COD DocuSign implementation (COD 22.0 March 2023) and are awaiting DocuSign signature from the Employer.

32.1.2. PSLF Applications created after the COD DocuSign (COD 22.0 March 2023) implementation and are pending Adjudication.

32.1.3. PSLF Applications created after the COD DocuSign implementation (COD 22.0 March 2023) and the DocuSign signature was completed after MOHELA stopped accepting e-sign PSLF Applications from COD.

32.2. The SPS Contractor shall define the methodology to securely access the documents in COD to migrate them to the EDMAPS Document Repository.

32.3. The SPS Contractor shall integrate with EDMAPS Document Repository interface to send the documents.

32.4. The SPS Contractor shall store the references of the documents in SPS and link them to the PSLF application records converted from COD.

Data Migration Testing

33. The SPS Contractor shall perform the following testing for Data Migration: 33.1. Component Testing to ensure the data migration framework is robust and able to move the source data to the target solution. 33.1.1. The SPS Contractor shall execute initial round of testing with mockup data before testing the data provided by the source system.

33.1.2. The SPS Contractor shall complete another round of testing with test data provided by the source systems.

33.2. Performance Testing to ensure the migration solution is scalable and can handle production data volume.

33.3. Functional and Integration Testing to ensure the converted data is functionally compatible with the new solution. This test will be performed with the testing data provided the source systems.

33.4. Dress Rehearsals to simulate the migration process in a production-like environment to identify and address any potential issues before the actual production migration occurs. This test will be performed with production data provided by the source systems. The SPS Contractor shall implement and enforce proper security protocols to enable testing with production data.

33.5. The SPS Contractor shall obtain the required security and business authorization to copy production data (e.g., including PII) into a non-production environment to perform testing and validation activities. The SPS Contractor shall securely delete the production data after testing and validation activities are complete and there is no further need for the data.

34. The SPS Contractor shall use the data provided the source system to perform the data migration testing.

35. The SPS Contractor shall create a detailed Hour by Hour (HxH) plan that articulates the timing and coordination of all data migration and related cutover activities including responsibilities, status updates and issue escalation protocols required of the SPS Contractor, MOHELA, COD and FSA.

Interface Cutover

36. The SPS Contractor shall work with FSA and other impacted systems to coordinate interfaces cutover to account for the period between MOHELA's March 2024 system freeze date and SPS Phase 1 go-live date.

Appendix C contains a list of TEACH program and PSLF program interfaces that send or receive data from

MOHELA.

37. The SPS Contractor shall plan to process catchup files for the interfaces that will be continued in SPS after system go- live.

All other terms and conditions remain unchanged.

SCHEDULE Continued

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
5004	<p>Contracting Officer: Kimberly Kilpatrick, 910-580-3656, Kimberly.Kilpatrick@ed.gov</p> <p>Primary Contracting Officer Representative: Andre Barbosa, 202-377-3332, Andre.Barbosa@ed.gov</p> <p>Alternate Contracting Officer Representative(s): Carmen Hines, 202-377-3516, carmen.hines@ed.gov Patrice Washington, (202) 377-3845, Patrice.Washington@ed.gov</p> <p>Property Administrator Point of Contact: None</p> <p>Primary Technical Point of Contact: None</p> <p>Alternate Technical Point(s) of Contact: None</p> <p>(New Line Item)</p> <p>Budget Initiative: Unified Servicing and Data Solution Implementation</p> <p>To provide funding for CR 6841 - USDS - TEACH and PSLF Data Conversion Execution</p> <p>Accounting and Appropriation Data: 0202M2024.B.2024.EN400000.6V4.2572A.ZDK.000.0000.000000 \$169,401.46 PR NUMBER: EDOFSA-24-000203</p>	1.00	SE	169,401.46	169,401.46